



Unintentional Calls through Dialers while Surfing on the Internet

The number of unintentional calls through dialers, which is an international problem, has grown dramatically in Greece lately. EETT has already received quite a large number of complaints by Internet users who have been overly charged unknowingly for calls made to 90XXXXXXXX numbers or to foreign numbers (00XXXXXXXXXX) through their Internet access lines.

Dialers may be a legal and easy way for a user to pay for his access to special content on the Internet (e.g. software, games, SMS logos, erotic content) instead of using his/her credit card. To protect consumers, legal dialers must inform a user on the type of service he/she is about to use and the relevant charge, and request his/her express consent. Then, when the user is disconnected from the Website in question, the dialer must be uninstalled from the user's computer and the number of the Internet Service Provider (ISP) used must be restored in the modem connection.

There is fraud through dialers when the Website does not inform a user clearly about the fact that his/her actions will lead to the installation of software in his computer or that his/her Internet connection will change, not only for accessing special content, but on a more frequent or permanent basis. Such dialers may then make calls to a premium rate number, at the user's cost, 24 hours a day, even every few minutes, provided that the computer is on.

In the recent months, EETT has received a lot of complaints from consumers charged for calls to specific added value numbers, which are made unknowingly and without their consent. To protect consumers, on August 3rd, 2006, EETT called the companies that were assigned these

numbers (initially or through portability) to a Hearing (instant measures procedure). At the same time, to prevent any further damage to consumers, EETT issued an Order on August 7th, 2006 ordering the above companies to cease the operation of the numbers in question, until a Decision is reached with regard to the instant measures procedure.

EETT has edited and posted on its Website (http://www.eett.gr/opencms/sites/EETT/CostumerInformation/Telecommunication_Information.html), an information bulletin entitled "Dialers making unintentional calls through the Internet user's modem". The bulletin provides information and guidance on how to identify dialers and how to protect one's computer from them. EETT has also invited all licensed ISPs in Greece and OTE to take similar information actions.

In the context of the new Regulation on General Authorizations, which was published in June 2006, EETT laid down specific rules on issues pertaining to informing users about the added value services they intend to use, including those provided through the Internet by legal dialer use. At the same time, EETT has been processing a Code of Ethics for Multimedia Information Services (including services provided through premium rate numbers 90XXXXXXXX), which will lay down more specific terms and

conditions with regard to the provision of information to users accessing such services, including terms and conditions with regard to such services provided through the Internet. The Public Consultation on the Code of Ethics for Multimedia Information Services was completed on June 5th, 2006, and EETT is currently processing the received comments.





Promotion of Local Loop Unbundling (LLU) by EETT

Competition in the telecommunications market is of paramount importance for EETT and one of the fundamental means for boosting the penetration of broadband services in Greece. Therefore, EETT has devoted great efforts in order to promote Local Loop Unbundling (LLU) which enables Other Local Operators (OLOs) to use the existing wired access network for providing services to end users in the form of full or shared local loops. As a result consumers are able to benefit from a highly competitive market regarding the quality of the offered services (e.g. fast internet, VoIP, IPTV, video on demand, triple-play, etc.) as well as the available choices and tariffs.

OTE's Reference Unbundling Offer (RUO) of Full or Shared Local Loop describes the provision of LLU in Greece. RUO complies with the European Regulatory Obligations of Market 11 and are subject to EETT's approval. A necessary prerequisite for the implementation of the two forms of LLU (full and shared) is the collocation of OLOs to the OTE's Local Exchanges where the access network terminates. This can be achieved through various forms of collocation, such as:

- > Physical collocation.
- > Distant collocation.
- > Virtual collocation.
- > Co-mingling.

It should be noted that the current RUO, which is based on the pre existing regulatory framework, does not include the provision of co-mingling. However, co-mingling was included for the first time in the recent Regulatory Obligations of OTE imposed by EETT (July 2006) as part of the Analysis of Market 11. As a result, it is going to be included in the new Reference Unbundling Offer that will soon replace the current one.

More specifically, EETT believes that the provision of LLU collocation, is fundamental for boosting broadband. In view of the above, and due to the problems experienced by OLOs in the implementation of collocations since 2001 when the implementation of LLU started in Greece, as well as due to the increased interest of OLOs to invest in LLU, EETT appointed a task force to perform the everyday monitoring of the implementation of LLU

collocation and the provision of local loops. This task force is in constant cooperation with employees of OTE and OLOs that are responsible for the implementation of collocation plans.

As a result of the EETT's actions, the provision of collocation facilities by OTE has been increased considerably. The number of unbundled local loops (full and shared) has also experienced a significant increase. The number of OTE's Local Exchanges where physical collocation is provided was increased to 24 in October 2006. It should be noted that physical collocation was offered in just 1 Local Exchange at the beginning of 2006. The number of local loops (full and shared) was increased from 6,884 to 13,027 during the same time period.

Based on the schedule for the construction of physical collocation sites, the number of Local Exchanges with physical collocation facilities is expected to rise to 154 in one year time. 72 of them will be in Attica region while 82 will be in the rest of the country. In practice, the number of Local Exchanges where collocation facilities are offered is expected to be even higher if the number of other forms of collocation operating in parallel to the physical collocation are also taken into account.

Since LLU is a decisive factor for attracting investments in telecommunications infrastructures, which boost market competition, EETT will continue to devote all the necessary efforts in the implementation of the collocation plan.

