



of other networks (such as, e.g. shared cost number of 801 series, Freephone numbers of 800 series, Premium Rate Numbers of 90 series, short codes, etc.).

The new Reference Offer specifies the terms and conditions, based on which OTE provides the necessary services and relevant facilities to electronic communications network and services providers so that the latter may be able to provide competitive services to consumers in relation to OTE.

On that condition, the particular interconnection offer sets out the following:

- The alternatives for implementing physical interconnection circuits between networks.
- The rules according to which the cost of the interconnection circuits is distributed.
- The rules that govern the separate call origination, termination and transit wholesale services.
- The trading procedures for management of the providers' requests, relevant to the provision of information, the application for initial interconnection, the implementation of particular interconnection circuits, as well as the provision of co-location facilities.

At the same time the financial terms that refer to the interconnection are clearly specified, including the process of involving – repayment, the process of solving any financial differences, as well as the terms that are relevant to the provision of letters of penalties.

Finally, the new reference offer includes the terms, the conditions and the obligations of the Basic Service Level Agreement (SLA) on matters relevant to the provision of services as well as fault reporting and recovery, and the relevant penalties.

The new Reference Offer is expected to contribute to the establishment of effective competition conditions in the electronic communication market ensuring that the alternative operators have access to clear and explicit procedures on interconnection services provided by OTE.

Public Consultation for Issues Relevant to the Application of the Voice Over Internet Protocol (VoIP) Technology

In May 2006, EETT has launched a Public Consultation on issues relevant to the application of the VoIP technology, in the framework of which many matters were evaluated, such as architecture and classification of VoIP telephony services, particular characteristics of services with special emphasis on the nomadic nature of the services, as well as matters such as numbering and emergency number calls.

Considering the developments in the Greek and International Market and aiming at providing prompt handling of issues relevant to national resources management and the protection of the consumers' interests, EETT has identified the need for a special regulation regarding VoIP services or/and Voice over Internet, in the framework of the modification of the General Licensing Regulation.

To this end, from May 2nd to June 4th 2007, EETT has held a Public Consultation as to the terms of the General Authorisations that refers, among others, to the provision of VoIP or/and Voice over Internet Services.

The following electronic communications network or services providers and consumer bodies participated and submitted their views during the particular Public Consultation:

1.	EKPIZO
2.	KEPKA
3.	OTE
4.	ALTEC
5.	Cosmoline
6.	Cosmote
7.	Forthnet
8.	Hellas On Line
9.	Netone
10.	On Telecoms
11.	Teledome
12.	Tellas
13.	Vodafone
14.	Wind

Considering the comments and proposals of the participants at the Public Consultation, EETT proceeded in July 3rd 2007, with the amendment of the EETT Decision No. 390/3/13-6-2006 "Regulation on General Authorizations" (Government Gazette 748/B/21-6-2006).

The amendment of the Regulation on General Authorizations sets out the additional obligations for the provision of VoIP or/and Voice over Internet services.

The most important obligations are:

- Obligation to include an explicit mention in the contract document stating that the said service is depending on the Network and the Internet connection and therefore the service may cease to operate in case of power cut.
- Reference to the fact that the user is not allowed to make any permanent nomadic use of the geographic numbers that have been assigned for VoIP services outside the geographic area for which the number is assigned.
- As to the possibility of making emergency calls to number "112", obligation of indicating on the first page with clear letters the provider's statement as to the following:
 - > Whether the provider has the possibility of carrying out calls to the emergency number "112".
 - > Whether the provider has the possibility to send information on the caller's location to the Competent Authority.
 - > The possibility of risk of call delivery delay or delivery failure to the Emergency Service.

Additional obligations refer to detailed charging information, pricing, directory information services.