



## 4. Ensuring and Intensification of Competition

### 4.1. New National Numbering Plan

The ever increasing needs of the fully liberalised telecommunications sector in Greece, combined with the limited capabilities of the existing numbering system, necessitated the introduction of a new numbering plan. These needs reflect the entry of an increasing number of operators in the market, as well as the introduction of new services and the extension of existing ones. As the competent Authority, EETT developed the new ten-digit National Numbering Plan and proceeded with its preparation, introduction and implementation.

The new numbering plan:

- ▮ Ensures the availability of numbering capacity on a long-term basis, so that no further changes are required
- ▮ Achieves the elimination of any discrimination regarding access to numbering resources, ensuring healthy and effective competition between telecommunications operators
- ▮ Enables smooth transition from the existing plan to the new one
- ▮ Is harmonised with the recommendations and standards of international organisations and consistent with European practice

In addition, the new plan achieves a user-friendly numbering operation, so that the service provided is easily identifiable, the billing is predictable and the composition of numbers is easy. The main feature of the new plan is that, in its final form, the first digit of the numbers indicates the type of service as well as the type of charge applying.

During 2001, EETT issued the following Regulatory Decisions regarding the new numbering plan:

- ✓ A Decision regarding the structure and composition of the numbers under the new plan, as well as the stages in the transition from the previous system to the new one
- ✓ A Regulation governing the management and allocation of numbering resources under the new plan to telecommunications operators
- ✓ A Regulation describing the structure and composition of the short codes under the new plan, as well as the way in which these are managed and allocated
- ✓ A Decision regarding the implementation dates for the third (final) stage in the transition to the new numbering plan

The application of the new ten-digit National Numbering Plan takes place in two stages. The first stage began on 8 July 2001, with the old and the new system operating in parallel until 20 January 2002, after which date only the new dialling scheme shall apply. Parallel operation during this period of six months was considered necessary for the familiarisation of users with the new plan and for their preparation in view of its exclusive application in 2002.

The second stage for the final application of the new plan is scheduled for application on 3 November 2002 for fixed telephones and on 19 January 2003 for mobile telephones.

In order to prepare the introduction and application of the new plan in all the public telecommunications networks of the country, EETT held a series of working meetings with OTE S.A. and mobile telephony operators. EETT also conducted an extensive campaign



to inform citizens about the changes planned, which also included a complex set of publicity and information actions. In parallel, the International Telecommunications Union (ITU) and the Regulatory Authorities of all countries were also informed on the matter.

The new numbering plan also allows the introduction of Carrier Selection Codes, which are necessary for the provision of the relevant service. Carrier Selection is the capability offered to subscribers for selecting, by dialling a short (4-digit or 5-digit) code, a telecommunications operator other than the one to which the access network belongs in order to expedite their calls. During 2001, EETT allocated 16 Carrier Selection Codes to 14 telecommunications operators (see Appendix VI).

Finally, EETT is actively involved in the Working Group of the European Committee for Regulatory Telecommunications Affairs (ECTRA) on numbering issues, in the Numbering, Domain Naming and Addressing Group of the Open Network Provision (ONP) Committee, and in international conferences and meetings held on numbering and addressing issues.

## 4.2. Internet Domain Naming

According to L2867/2000, EETT is responsible for the allocation of Domain Names under the ccTLD [.gr]. These names are managed by the Computer Science Institute of the Foundation for Research and Technology (IP-ITE). According to data available on 31 December 2001, a total of 51,649 website names were registered in the ccTLD [.gr].

Based on the current regulatory framework, and providing for the smooth operation of domain names, EETT proceeded inter alia to the following actions:

- ▶ Eliminated the limit of 10 names as the maximum number of names that legal persons under public and private law, as well as freelance professionals, were entitled to register in the ccTLD [.gr]. This decision took effect in November 2001
- ▶ Extended the right for registration of ccTLD [.gr] domain names to all natural and legal persons, regardless of their nationality. The relevant decision is expected to take effect in early 2002
- ▶ Clarified the conditions for registration of geographical names, on the basis of the administrative division of the country according to the "Kapodistrias" plan

In the context of its responsibilities, EETT settled several cases of domain names whose registration had been disputed, averting in this way further litigations between the parties concerned. Furthermore, EETT was represented before the Courts in cases of disputes concerning Internet website naming issues, without itself being a litigant. The aim was to analytically inform the Greek Courts on the status regarding the registration of Internet domain names, in order to contribute towards the gradual development of jurisprudence on this matter.

With its above actions, EETT contributed towards the stabilization of the regulatory framework regarding registration of domain names and laid the foundations for an overall regulation of this area in the future.

## 4.3. Interconnection of Telecommunications Networks

An important condition for the development of activities and the viable growth of alternative



operators and, consequently, for the promotion of competition in the domestic telecommunications sector, is the interconnection of the networks of alternative operators with the network of OTE S.A. This ensures that the subscribers of any alternative operator are connected not only between them but also to OTE S.A. subscribers and the subscribers of any other alternative telecommunications operator in Greece and/or abroad (provided that the network of this last operator is directly or indirectly connected to the network of OTE S.A.). At the start-up phase of the operation of alternative telecommunications operators, interconnection of their networks with that of OTE S.A. is even more important, given the need for interconnecting geographically remote areas where they develop their networks during the initial stage of their operations.

The relevant Greek legislative framework, harmonised with the European regulatory regime, imposes on OTE S.A., as an Operator having Significant Market Power, the obligation to publish and update a Reference Interconnection Offer (RIO). The RIO constitutes the basis for negotiations and specifies the terms for the conclusion of corresponding interconnection agreements between beneficiary operators and OTE S.A. Prior to its application, the RIO is subject to review and approval by EETT.

In the context of its relevant responsibilities, EETT approved, after modifications, the 2001 RIO that was submitted by OTE S.A. This is the first RIO issued after the full liberalisation of the domestic telecommunications market. For this reason, EETT provided for the inclusion of suitable modifications in the text submitted by OTE S.A., with the aim to increase the number of services offered and secure reasonable prices, while in parallel protecting the integrity and reliability of the public telecommunications network.

The basic interconnection services contained in the 2001 RIO are the following:

- ▶ Call Origination: when a call originates from an OTE S.A. subscriber and is routed to the network of another operator
- ▶ Call Termination: when a call comes from the network of another operator and terminates in the network of OTE S.A.
- ▶ Call Transit: when a call originates from the network of another operator and is forwarded via the network of OTE S.A. to the network of a third operator

In order to address interconnection needs, OTE S.A. has divided Greece into 11 primary areas, with each area being further divided into several local areas. Different charges apply for each one of the basic interconnection services, depending on the origination, termination or transit location of the telecommunications traffic with respect to primary or local areas. For example, the following charges are applied by OTE S.A. for call origination:

- ▶ Local Call Origination: when a call originating from an OTE S.A. subscriber in a local area is delivered to the alternative operator in the same local area
- ▶ Single Transit Call Origination: when a call originating from an OTE S.A. subscriber in a local area is delivered to the alternative operator in the same primary area
- ▶ Double Transit Call Origination: when a call originating from an OTE S.A. subscriber in a primary area is delivered to the alternative operator in some other primary area



Due to the inability of OTE S.A. to specify cost-oriented prices for the services included in the 2001 RIO, EETT determined the prices for these services based on Commission Recommendation 98/511/EC, taking also into consideration the European practice in general. The charges for

the basic interconnection services are given in Table 17.

Table 18 presents indicatively the services included in the 2001 RIO and compares them to those available under the 2000 RIO.

**Table 17: Charges for basic interconnection services**

	Call Origination (in Eurocents / min.)		Call Termination (in Eurocents / min.)		Call Transit (in Eurocents / min.)	
	Peak*	Off-peak	Peak *	Off-peak	Peak*	Off-peak
Local	0.88	0.57	0.88	0.57		
Single transit	1.41	0.92	1.41	0.92	0.75	0.49
Double transit	1.76	1.14	1.76	1.14	1.16	0.75

\* The peak period corresponds to the period from 08:00 hrs to 22:00 hrs, 7 days a week.

**Table 18: Services under the 2000 and 2001 RIOs**

Interconnection Services			2000 RIO	2001 RIO
National Calls	Call Origination	Local		✓
		Single Transit		✓
		Double Transit		✓
	Call Termination	Local	✓	✓
		Single Transit	✓	✓
		Double Transit	✓	✓
Call Transit	Single Transit		✓	
	Double Transit		✓	
International Calls	Call Transit		✓	✓
	Access to special-purpose OTE S.A. services offered via 3-digit and 4-digit codes		✓	✓
	Access to OTE S.A.'s Intelligent Network (IN) services			✓
	Access to Premium Rate services			✓



OTE S.A. had filed before the State Council a Petition for Annulment of the EETT Decision concerning the RIO, the hearing of which is pending. In parallel, OTE S.A. had filed before the State Council a Petition for Suspension of the aforementioned Decision, which the State Council had examined and rejected.

On the basis of the interconnection agreements delivered to EETT by OTE S.A., it follows that, by 31 December 2001, with the exception of mobile telephony operators, twelve operators had already entered into relevant agreements with OTE S.A. EETT is currently reviewing the agreements in order to establish the degree of their compliance with the approved 2001 RIO. It should be noted that until recently only the mobile telephony operators had entered into interconnection agreements with OTE S.A. in Greece.

#### 4.4. Leased Lines

Leased lines are telecommunications means that provide a fixed transmission capacity between two terminal points of a telecommunications network and do not include switching functions.

According to the Sixth Report of the European Commission, OTE S.A. leased line tariffs for 2000 were among the highest between Member States.

For this reason, and because OTE S.A. must -as an Operator with Significant Market Power in the Market for Leased Lines- offer cost-oriented and transparent tariffs, EETT issued a Decision specifying a transition period until the end of October 2001 for the rebalancing of tariffs.

In early June 2001, OTE S.A. published new proposed

leased line tariffs, which showed variations compared to those for 2000. Given that OTE S.A. did not prove their cost-orientation, these tariffs were not applied and EETT summoned OTE S.A. to a hearing.

Following that, in November 2001, OTE S.A., applying the approved Operational Costing System (OCS), published new proposed retail tariffs for leased lines, which introduced reductions of as much as 45% on monthly charges for digital lines and average increases of the order of 15% for analogue lines.

According to the Seventh Report of the European Commission, the level of the new proposed retail prices for OTE S.A. digital lines was around the average of the other Member States, with the exception of very high speed lines (34 Mbit/s local and 155 Mbit/s local and long-distance).

EETT conducted a review of the cost-orientation and transparency of the proposed retail tariffs, and is expected to issue a relevant decision in January 2002. During 2002, EETT will also issue a Decision aiming to ensure the smooth operation of the market for Leased Lines.

#### 4.5. Electronic Signatures

Development and diffusion of electronic communications and e-commerce presuppose confidence in new technologies and in the security of electronic transactions. The aim is to ensure that electronically exchanged information originates indeed from the person appearing as the sender, and that unauthorised intervention or modification of this information during its transmission is not possible.



Electronic signatures respond to these needs, as they consist of data in electronic format, which are used as proof of the authenticity of the information handled. The legal recognition of electronic signatures and the accreditation of certification-service-providers will make secure electronic transactions possible.

The provision of voluntary accreditation of certification-service-providers, i.e. of accreditation to be granted upon a relevant request by certification-service-providers, is among the responsibilities of EETT. Voluntary accreditation specifies rights and obligations governing the provision of certification services, with the ultimate aim to improve the quality of the corresponding services.

Directive 99/93/EC of the European Parliament and of the Council of 13 December 1999 lays down the legal framework concerning electronic signatures and certain certification services, with the aim to facilitate the use of electronic signatures, to contribute to their legal recognition and to ensure the smooth operation of the market. The Greek legislation was harmonised with the provisions of this Directive by PD 150/2001, pursuant to which the following responsibilities result for EETT:

- ▶ Determination that the software/hardware used for the creation of electronic signatures (e.g. smart-cards) is secure, a task that EETT may assign to public or private sector entities
- ▶ Provision of voluntary accreditation, upon written application by the certification-service-providers concerned, and possibility for assigning the task of voluntary accreditation

provision to public or private sector entities

- ▶ Supervision of certification-service-providers, which are established in Greece as well as of the entities appointed by EETT for accreditation and control of the software/hardware used for the creation of electronic signatures

In the context of the aforementioned responsibilities, and in order to meet in the most effective manner the requirements created in Greece by the development of the market for accreditation services, EETT held a Public Consultation on the following issues, with the aim to record the views of interested parties:

- ▶ Terms, obligations and conditions for voluntary accreditation
- ▶ Voluntary accreditation implementation scheme
- ▶ Control and supervision Implementation scheme
- ▶ Standards for reliable systems and products

The Consultation was held during the period 12-30 November 2001, with seventeen entities submitting their views. The procedure for processing the responses and, consequently, the review of the market needs, were concluded at the end of the year.

The next steps for EETT include the design and implementation of the mechanism (i.e. specification of structure, procedures, participating entities, framework of operation etc.) for voluntary accreditation and of the supervision and control of certification-service-providers. In this context, preparations are also being made for issuing the relevant regulatory acts.



#### 4.6. Audit and Approval of the Principles of OTE S.A.'s Operational Costing System (OCS)

According to the relevant provisions of the Greek and Community legislation, the tariffs of telecommunications operators with Significant Market Power in the markets for voice telephony and/or interconnection, should be cost-oriented (i.e. should be calculated based on the cost of the corresponding service, including a reasonable percentage for financial return) and transparent. The same applies for leased line tariffs. Therefore, in order for the above conditions to be ensured, the corresponding telecommunications operators must have available and apply costing systems capable of determining the cost for the provision of these services in a reliable manner.

In connection with the above responsibilities, OTE S.A. developed the OCS on the basis of the costing principles identified by EETT. As a result, in February 2001 EETT approved this system, after the conclusion of the procedure concerning its assessment. The approved OCS follows the costing standard of the Fully Distributed Costs using Historical Costs (FDC-HC), and is used for the calculation of the cost of OTE S.A. retail services under regulation, such as fixed charges, charges for local and long-distance calls etc.

During the last two months of 2001, EETT audited the compliance of OTE S.A. with the application of the specific costing system. This audit was assigned to an auditing firm, selected on the basis of a public open tender procedure. The relevant decision of EETT is to be issued in early January 2002.

In what regards costing of interconnection services and LLU services, EETT requested OTE S.A. to

develop a costing system based on the Long-Run Average Incremental Costs using Current Cost Accounting (LRAIC-CC) costing standard. At the same time, and in order to ensure the rational development of the corresponding costing system, EETT issued in April 2001 a Decision establishing the Regulation on Costing and Pricing Principles for LLU services, interconnection and leased lines. In response to the request of the EETT, OTE S.A. undertook the development of the LRAIC-CC costing system in 2001, with submission of the first draft to EETT for assessment due for early January 2002.

#### 4.7. Audit and Approval of OTE S.A. Tariffs

According to the requirement for cost-orientation of the tariffs of telecommunications operators with Significant Market Power, as mentioned in subsection 4.6 above, the tariff for a service must reflect the operating cost for its provision plus a reasonable percentage accounting for the return of the capital invested: this ensures that the cost for a particular service is not allocated to the tariff for another service, and that cross-subsidization between services provided by the same operator does not take place.

In the past, long-distance and international telephony tariffs were subsidizing the tariffs for local telephony and monthly fixed charges, resulting in tariffs, which, compared to what they should have been, were more expensive in the first case and cheaper in the second case. However, in order to ensure healthy competition in telecommunications to the benefit of users, the existing legislative framework requires the rebalancing of tariffs. This means that long-distance and international telephony tariffs must gradually be reduced, whereas tariffs for local telephony and monthly fixed



charges must gradually be increased, in order to reflect the true cost for the provision for the corresponding services.

In early January 2001, OTE S.A. published the new proposed tariffs for voice telephony, according to which the cost for long-distance calls was reduced from 40 GRD/min. to 28 GRD/min., the local call charge was increased from 9 GRD/min. to 10.50 GRD/min., and the monthly fixed charge was increased from GRD 2,400 to GRD 2,800. Following the relevant audit procedure of the tariffs proposed, EETT determined that tariffs were not fully rebalanced. However, it allowed their application as of 2 March 2001, setting in parallel to OTE S.A. a transition period until the end of October 2001 for their full rebalancing.

Applying the new OCS, OTE S.A. published in November 2001 new proposed tariffs for voice telephony, according to which further reductions were made as follows: the long-distance call charge was reduced to 0.063 EURO/min. (21.5 GRD/min.), the local call charge was reduced to 0.026 EURO/min. (8.9 GRD/min.) and the monthly fixed charge was increased to EURO 9.978 (GRD 3.400). Following the relevant audit procedure for the tariffs proposed, EETT determined that the new tariffs were cost-oriented and, therefore, rebalanced, and specified 27 January 2002 as the date for their application.

In early June 2001, OTE S.A. also published the proposed new monthly tariff for ISDN basic access rate connections, which had been reduced from GRD 6,000 to GRD 4,500. This tariff was applied as of 18 July 2001 – however, given that OTE S.A. did not prove its cost-orientation, EETT summoned OTE S.A. to a hearing. The relevant EETT Decision is expected to be issued in early January 2002.

## 5. Supervision of the Telecommunications Sector and Safeguarding of Consumer Interests

### 5.1. Universal Service

According to L.2867/2000, the Universal Service is a predetermined minimum set of telecommunications services of specified quality, offered to all users, regardless of geographical location and at an affordable price.

Given the rapid development of new technologies and the increase in the services provided, the Universal Service functions today as a “Safety Net”, aiming to protect the interests of the users. The Universal Service provides mainly for persons who, due to financial, physical or geographical constraints, are not in a position to have access to the network or to its services and, therefore, are in a disadvantaged position. The purpose of the provision of the Universal Service is to support and make possible the participation of these persons in the economic and social life as well as in the technological progress. The Universal Service is thus of a dynamic nature, and should be revised in the light of technological developments and economic conditions.

The regulatory framework is governed at the European level by Directives 97/33/EC and 98/10/EC, and at the national level by PD 165/99 and PD 181/99. According to European and Greek legislation, the telecommunications services forming part of the Universal Service include fixed telephony, facsimile (fax) services, voice band data transmission, operator assistance services, telephone directory enquiry service (131), subscriber directories in printed and/or electronic form, public pay-telephones and universal access to emergency services. In addition, the scope of the Universal Service also extends to telecommuni-



cations services which are required for access to the network by disabled persons and by persons with special social needs.

The liberalisation of the market for fixed telephony, in parallel to the termination of the obligation of OTE S.A. regarding the provision of Universal Service, created the need for defining (a) the recipients of the Universal Service, (b) the operator(s) under obligation to provide it, (c) the calculation of the cost for its provision, and (d) the way in which this cost is covered. In view of all these important issues, EETT held a Public Consultation which was concluded on 20 October 2001, with the purpose to gather information concerning the views, arguments and estimates of interested parties. A total of ten parties -organisations representing disabled people, as well as telecommunications operators and management consultancies - participated in the consultation process, and the results were published on the EETT website.

The conclusions derived will be taken into consideration for determining further actions. These actions will refer, inter alia, to the definition of those user groups in need of special treatment, such as disabled people, and to the determination of the tariffication policies and services/technologies that must be offered to these groups. They shall also comprise the methodology for calculating the cost for the provision of the Universal Service, as well as the benefit to accrue for the operator and, in the event that it is established that this cost represents an excessive burden for a single operator, a mechanism will be foreseen for its apportionment.

The key aims of EETT are the efficient provision of high-quality telecommunications services to all of the

country's citizens, on the one hand, and the strengthening of social cohesion, through actions that enable people with special needs to access the public telecommunications network in a convenient manner, on the other.

## 5.2. Itemized Bills

"Itemized bill" or "itemized billing" means a telephone bill which, taking into consideration the provisions of the legislation in force on the protection of personal data and privacy, provides detailed information that is sufficient for verifying and checking the usage charges for public telecommunications services. In other words, for the users of voice telephony services the itemized bill is a basic tool for checking the costs that the use of public telephony services (such as telephone calls, calls for the provision of audiotex services etc.) entails.

According to PD 181/1999, the party under obligation to provide itemized bills, especially to users of voice telephony services via fixed public telecommunications networks, was -until 31 December 2000- OTE S.A.. At the time the present report was being edited, OTE S.A. was still providing users with the possibility to receive telephone bills of this form against a relatively low price. Moreover, itemized billing is in general offered by most of the companies active in the provision of mobile telephony services, and in several cases free of charge.

In the context of exercising its competences, EETT issued a Decision<sup>34</sup> determining (a) a minimum (basic) level for the provision free of charge of itemized billing to users of fixed public telephony services, including value-added services, and (b) the parties under obligation to provide such billing. More in particular,

<sup>34</sup> EETT Decision 233/34, FEK Issue 1501/B/08-11-2001



and subject to the provisions of the legislation in force on the protection of personal data and privacy, all fixed telephony operators are as of 1 March 2001 under obligation to provide free of charge the basic level of itemized billing, following a relevant request submitted by the user.

It was determined that this level should include both detailed information on the activity of the account as well as all reductions and other surcharges (such as connection charge, fixed charges etc.) as applicable to the subscriber. In what in particular regards the activity of the account, it was determined that itemized data will be presented at least for calls whose charges exceed 7.33 Eurocents (GRD 25), exclusive of VAT. This analysis refers to all types of calls (e.g. local, long-distance) and was determined to contain at least the following information:

- ▶ Number called
- ▶ Date
- ▶ Call Start Time
- ▶ Call duration
- ▶ Corresponding charge

EETT estimates that the provision of this information free of charge will soon contribute to a significant reduction in user complaints regarding the bills received, and will in parallel safeguard the rights and interests of users.

### 5.3. Consumer Protection - Supervision and Control of the Telecommunications Sector

In exercising its supervisory and controlling role, EETT sees to the smooth operation of the telecommunications market, with the key aim to promote and protect the interests of consumers. A key concern of EETT is the observance of the legislation on telecommunications, including its application to matters relating to

competition as these arise in the performance of the activities of telecommunications operators.

In the context of this role, EETT offers its services for settlement of the disputes arising between consumers and telecommunications operators or between operators themselves. As a result, EETT is the recipient of complaints and allegations, proceeding to their investigation and acting as mediator between the parties involved, when required.

During 2001, a large number of allegations and complaints were notified to EETT. Regarding consumers, the majority of their complaints and allegations concerned charges or the terms for the provision of telecommunications services (e.g. exorbitant bills, interruption of connections, amounts of fixed charges). In cases of complaints submitted by companies concerning a potential violation of the provisions of the legislation in force and of competition rules, EETT resorted to the process of Hearings, with fines totalling EURO 443,470 having been imposed in certain cases.

Furthermore, in response to the dictates of L.2867/2000 and PD 181/1999 and with the ultimate aim to safeguard the rights of consumers, EETT reviewed during 2001 the terms of the agreements concluded between consumers and fixed and mobile telephony operators, in order to assess their compliance with national and Community legislation. The review of these agreements is expected to be completed during the first quarter of 2002.

The goal of EETT for 2002 is to develop flexible and efficient mechanisms for the management and the resolution of the complaints lodged by consumers and telecommunications operators.



## 6. Provision of Information

### 6.1. Provision of Information and Participation in International Bodies

Pursuant to L.2867/2000, EETT, in the context of its responsibilities, forwards to the Commission of the European Communities all information required in accordance with the Community telecommunications legislation or deemed to be of use in establishing the observance of the Community telecommunications legislation in our country. In addition, EETT cooperates with international entities and represents Greece in international organisations and meetings on matters under its responsibility.

In the context of its already mentioned responsibilities, EETT was actively involved in the work of official committees of the European Commission, of informal groups established by the Independent Regulators Group (IRG) of EU Member States and/or other European countries, and represented our country in international organisations such as the Organisation for Economic Cooperation and Development (OECD) and the International Monetary Fund (IMF) on matters regarding the domestic telecommunications market.

In particular, EETT participated inter alia in the meetings of:

- ▶ The European Commission's ONP, AGLI (Licensing) and TCAM (Telecommunication Conformity Assessment and Market Surveillance) Committees, presenting the positions of our country on relevant matters
- ▶ The ECTRA PTN Work Group on numbering
- ▶ The European Commission's Internet Informal Group
- ▶ The European Commission's NARA (National Administrations and Regulatory Authorities) Committee
- ▶ The Plenary of the Chairmen of the Independent Regulatory Authorities of the Member States, in the framework of the Informal Independent Regulators Group (IRG)

- ▶ All Working Groups under the Independent Regulators Group (IRG), actively contributing to the taking of mutually acceptable decisions on matters relating to the regulation of the telecommunications sector in the EU

In parallel, EETT contributed to the presentation of the progress made concerning the liberalisation of the Greek telecommunications market to OECD and IMF.

### 6.2. Provision of Information to Consumers

As already mentioned in section 5.3, the provision of information and the safeguarding of the interests of consumers are a key concern for EETT. In addition to the resolution of disputes between consumers and providers, a key aim of EETT is to inform consumers in detail of their rights and of the options available to them.

The new environment established with the liberalisation of telecommunications has led to the development of activities by new providers in the market, a development which strengthened competition. In parallel, this contributed to the development of new innovative services, such as FWA and 3G Mobile Communications services expected to become available in the immediate future. In this environment, consumers will be in a position to choose from among a multitude of new competitive services, depending on their personal needs. On its part, EETT ensures that appropriate information is provided to the consumers regarding new services, their capabilities and tariffication methods. This provision of information is achieved mainly via the publication of information leaflets on special subjects, the implementation of information campaigns, the distribution of EETT Press Releases to the media and via the EETT website, which constitutes a useful tool for information searches. The aim is for users of telecommunications services to achieve dominance and have access to a range of options between high-quality and advantageous services.



In parallel, EETT ensures that consumer enquiries are responded to immediately, providing consumers with the information and clarifications required. In addition, EETT seeks the active participation of consumers, as the final recipients of the telecommunications services provided, in the developments that take place in the telecommunications market. For this reason, in the Public Consultations held by EETT during 2001 on a variety of important issues, such as the Universal Service, the granting of Licences for 3G Mobile Communications, Shared Access to the Local Loop and electronic signatures, EETT sought to record the views not only of the market but also of the consumers, in order to process these positions and take them into consideration in planning its further actions.

In connection with the above, EETT implemented in 2001 an information campaign addressed to the public on the new ten-digit dialling scheme. The change of the dialling scheme for fixed telephones, necessitated by the implementation of the new National Numbering Plan, was a development that concerned all citizens and, consequently, it was considered necessary to inform them as extensively as possible. Therefore, in order to achieve a smooth transition to the new plan and the best possible familiarisation of the public, EETT conducted an information campaign implemented in two phases.



The first phase was conducted during the period June-July 2001, and its aim was to inform consumers about the impending changes in the dialling scheme and about the commencement of the parallel operation of the two systems (old and new). The campaign included a mass-communication plan with advertising spots in the media, at both national and regional level, combined with promotional and public relations activities.

The second phase in the information campaign, which began in December 2001 and is scheduled for completion in January 2002, is implemented through advertising spots in the media. Its aim is to remind citizens of the



transition to the exclusive operation of the new plan prior to the date on which this will take place.

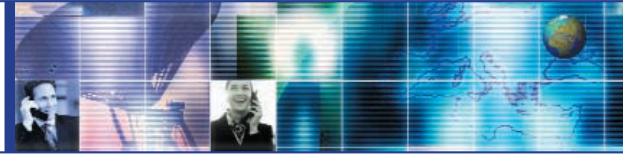
During the planning phase for the above actions, meetings were held with OTE S.A. representatives, so that the two bodies could jointly determine their strategy on the matter.

The information campaign was concluded successfully, establishing that the actions for informing citizens, combined with timely and proper planning of the New Numbering Plan by EETT, led to the familiarisation of citizens with the new ten-digit dialling scheme prior to the date on which it was applied.

### 6.3. Provision of Information to Companies in the Sector

The aim of EETT is to act in an advisory and supporting capacity to companies active in the telecommunications sector, in order to contribute to their smooth operation. In this context, EETT ensures that enquiries by these companies are responded to immediately, providing them with accurate information.

EETT is the main reference source for information on issues regarding the legal and institutional framework in force, EETT Decisions, licensing procedures and operator obligations, as well as on technical issues. In parallel, EETT regularly informs the market of its actions and of the developments that take place at a global level, through press releases and announcements to the media, as well as through information days and meetings held on special issues. Moreover, an important role is that of the EETT website, which is constantly renewed and represents a key reference source and useful tool, aiming to cover the need for provision of information directly to the market and for information searches by telecommunications operators.



## 6.4. Provision of Information to the Press

EETT maintains permanent and open channels for communication with media representatives, in order to keep them informed of the latest developments in the sector. For this purpose, during 2001 a number of press conferences were held and press releases were communicated to journalists, in order to provide them with detailed information on specialised issues. Moreover, EETT receives enquiries by journalists almost every day, and ensures that these are immediately responded to. Among the issues that drew particular interest from media representatives during 2001 were the licensing procedures for 2G and 3G Mobile Communications, Local Loop Unbundling, the New National Numbering Plan, network interconnection charges, issues regarding licensing of companies, OTE S.A. tariffs and the Universal Service.

The aim of EETT is to be the reference source for the provision of accurate and timely information to journalists, recognising that this communication also achieves provision of information to the public on issues of direct interest.

## 7. Goals

The regulatory role of EETT focuses mainly on strengthening healthy competition, supporting entrepreneurship through the licensing of companies for the provision of new services and protecting the interests of consumers. All these components promote the development of the digital economy and ensure the provision of the Universal Service.

In order to respond to the above issues, EETT has set the following goals for 2002:

1. To ensure the interconnection capability of public networks under terms safeguarding the development of competition. The approval of OTE S.A.'s new

Reference Interconnection Offer for 2002 (2002 RIO) falls within this context.

2. To complete the introduction of the new ten digit National Numbering Plan, which is necessary for the entry of new operators and for promoting new services.
3. To promote the provision of broadband services, so that the transition to the digital knowledge-based economy is made possible. Achievement of this goal presupposes the utilisation of the access of operators to OTE S.A.'s Local Loop under favourable conditions and, mainly, through the application of cost-oriented tariffs.
4. To ensure provision of the basic telecommunications services to all citizens at affordable prices, through the development of the new regulatory framework for the Universal Service. This framework will include a set of special services for vulnerable social groups and will specify the framework for contribution by all operators participating in the financing of the Universal Service.
5. To reduce call termination charges to mobile networks, with the aim to ensure effective competition, to protect end-users and, in addition, to gradually align tariffs with those applying in other EU Member States.
6. To grant licences for the provision of TETRA Digital Mobile Communications, with the aim to create new business opportunities and to meet the relevant needs of users.
7. To promote the provision of certification services and of voluntary accreditation, by implementing all preparatory actions relating to electronic signatures.
8. To ensure the opportunity for uninterrupted access of users to the Internet at favourable prices.
9. To apply the necessary mechanisms for the provision of adequate information to consumers and for safeguarding their interests.