

presenting the Greek experience on issues concerning the regulation of the market for telecommunications.

In addition, EETT participated in the survey organised by the International Telecommunication Union (ITU) with the title “2002 Telecommunication Regulatory Survey”, and in a corresponding survey conducted by the Organisation for Economic Cooperation and Development (OECD) with the title “Communications Outlook 2003”. Finally, it is worth mentioning that, in response to the obligations that derive from the ITU and concern issues of international coordination in spectrum management, EETT continued to submit its contributions through the Ministry of Transportation and Communications.

In 2003, EETT intends to continue with the same dynamism its activities regarding international relations and representation in individual Groups and Committees addressing telecommunications, spectrum and postal services issues.

7. Provision of Information

7.1. Provision of Information to Consumers

Consumers are now enjoying the benefits that result from liberalisation and of the various options available. They assume a leading role in the telecommunications market, and learn to make the choices, which suit them best, depending on their personal needs. However, this is feasible only when consumers are sufficiently aware of their rights and are informed of the options offered to them.

As also mentioned in sub-section 1.4.3., provision of information to the consumers and safeguarding of their interests are a key concern of EETT. This provision of information is achieved mainly through publication of information leaflets, implementation of

information campaigns, distribution of press releases to the Media, and publication of information on the EETT website.



In this framework, EETT published in November 2002 an information leaflet entitled on “Our Rights - A New Era in Telecommunications”, which contained information on consumer rights in telecommunications. It was extremely well received by

the public, and marked the launch of EETT’s initiative concerning publication of a series of leaflets aiming to inform consumers of various issues concerning telecommunications services and postal services.

In parallel, EETT ensures that consumer enquiries on developments in the telecommunications and postal services sectors are promptly responded to. The majority of the requests for information concerned clarifications about new services (such as Number Portability and Carrier Selection and Pre-selection), authorised undertakings, alternative providers and EETT regulations.

EETT seeks to actively involve consumers in developments. For this reason, in the Public Consultations it held during 2002 on a variety of important issues, EETT sought, in addition to the views of market players, to also record the views of consumers, in order to plan its further actions.

In connection with the above, in 2002 EETT implemented a public information campaign on the introduction of the new National Numbering Plan (NNP). The goal for EETT was to inform the citizens as extensively as possible of the changes, in order to ensure the smooth transition to the new numbering plan and the consumers’ best possible familiarisation with it.



In the framework of the information campaign conducted, the following actions were implemented: provision of information via the EETT website; display of information posters; mailing of information material to undertakings; wide distribution of an information leaflet for the public, with useful information and detailed tables showing the changes in all categories of numbers; and promotion of the changes in the Media, at both national and regional level.



The campaign was concluded successfully, establishing that the actions for provision of information to citizens, combined with timely

and proper planning of the new NNP by EETT, led to the familiarisation of citizens with the new ten-digit dialing scheme.

7.2. Provision of Information to Undertakings in the Sector

EETT aims to act in an advisory and supporting capacity to undertakings active in the telecommunications sector, in order to contribute to their smooth operation. In this framework, EETT ensures that enquiries by these undertakings are promptly answered to, providing them with accurate information.

EETT is the main reference source for information on issues related to the legal and institutional framework in force, EETT Decisions, licensing procedures, operator obligations, and 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.

In this light, in 2002 EETT published the first issue of the information leaflet with the title "Communications at a glance", aiming to provide information to undertakings and the market at large.



telecommunications operators.

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

Finally, in February 2002 EETT organised a meeting - briefing on the "Review of the Postal Market - Growth Prospects", attended by all Greek postal undertakings and by the political leadership of the Ministry of Transportation and Communications.

7.3. Provision of Information to the Media

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

EETT regularly informs Media representatives of its actions and of developments in the telecommunications and postal markets, by holding press conferences and distributing press releases on specialised issues. In addition, EETT receives enquiries by journalists almost on a daily basis, and ensures that these are promptly dealt with.

Issues that attracted particular interest from Media representatives during 2002 were the new NNP, Carrier Pre-selection and Number Portability, the mobile termination charges, the new providers of fixed voice telephony services, and issues relating to Interconnection, Local Loop Unbundling (LLU), licensing, tariffs and US.