

other issues pertaining to the Provision of Electronic Signature Certification Services.

2. Organisation and Implementation Study for the Radio Spectrum Department.
3. EETT Integrated Information System (IIS).

Implementation of these projects has already begun, as they are of critical importance for the efficient operation of EETT.

## 6. International Relations

Progress in the liberalisation of the telecommunications sector is an issue of pan-European significance, extending beyond the narrow confines of national borders of EU member states. Bilateral and other collaborations, as well as uniform application of rules and procedures, are therefore essential prerequisites to the sector's further maturing and growth. In this light, EETT considers the regulatory practices followed by NRAs in other member states to be of particular significance, and participates actively in all European initiatives, as these are formulated every time, in order to meet the global challenges emerging in the sector of electronic communications.

In terms of international activities, 2002 was a particularly productive period for EETT. The increase in its human resources allowed EETT to exercise its responsibilities, including forwarding of information to the European Commission in accordance with Community legislation on telecommunications, cooperating with international bodies and representing Greece in international meetings and organisations, more efficiently.

In terms of European-level representation, EETT was active along two key directions, participating both in official Groups and Committees of the European Commission (or also of other EU agencies/bodies)

and in the Independent Regulators Group (IRG).

Regarding the first direction, EETT followed, and took active part in, the activities of the following official Committees and Groups, established by the European Commission with the purpose of further promoting issues relating to the application of relevant Community legislation:

- COmmunication COmmittee (COCOM).
- Postal Directive Committee.
- Telecommunication Conformity Assessment and Market Surveillance Committee (TCAM), concerning application of Directive 1999/5/EC.
- Administrative Cooperation (ADCO) Group.
- Open Network Provision (ONP) Committee.
- Licensing Committee (LICCO).
- Experts' Group on the implementation of the [.eu] Top Level Domain.
- Internet Informal Group (IIG).
- Informal International Affairs Group (IIAG).
- National Administrations and Regulatory Authorities (NARA) Committee.
- Electronic Communication Committee (ECC) - Frequency Management (FM) Working Group and Radio Regulation (RR) Working Group.

In the framework of the application of the new Regulatory Framework concerning electronic communication networks and services, the efforts for consistent application of rules across all member states and for adoption of a uniform approach by NRAs in addressing individual regulatory issues were intensified through the cooperation established between NRAs themselves, as well as between NRAs and the European Commission.

The new Regulatory Framework provides for the establishment of new Committees and Groups, which will advise and assist the European Commission in the consolidation of the internal

market for electronic communication networks and services. These are: the COCOM, the European Regulators Group (ERG), the Radio Spectrum Committee, and the Radio Spectrum Policy Group. EETT was represented in the first ERG Plenary session, held in Brussels in October 2002. In addition, EETT took part as an expert in the activities of the COCOM, which commenced its operations in July 2002.

The second key direction in the representation of EETT in European groups, concerned EETT's participation in the IRG, at both the level of IRG Plenary Meetings and at the level of Working Groups. Contributions by EETT included, inter alia, the exchange of experiences and practices, and its active participation in the adoption of mutually acceptable decisions concerning sector regulation issues. The main goal of the IRG is to promote harmonisation in the European market for electronic communications. The IRG practices, along with its underlying philosophy, are expected to also influence the operation of the newly-established ERG.

The European Commission, acknowledging the role of spectrum management in the economic and technological development of member states, has assumed initiatives for pan-European coordination of spectrum management on the basis of common principles. For this purpose, new Directives have been issued on the establishment of European Committees.

During 2002, EETT participated in the standing Working Committees of the ECC, which comes under the European Conference of Postal and Telecommunications Administrations (Conférence Européenne des Postes et Télécommunications - CEPT), on radio spectrum management issues. In this way, a constant flow of information is maintained, allowing EETT to keep up with, and participate in, developments. More specifically, EETT participated in the FM and RR Working Groups on licensing, labelling, and market monitoring and surveillance issues.

EETT also represented Greece in the activities of the TCAM Committee, which comes under the European Commission's Directorate-General for Enterprises (DG III), on issues resulting from the application of Directive 1999/5/EC, and in the ADCO Group, on the joint approach to addressing the problems of the European market.

Moreover, an important component of EETT's European obligations is the provision to the European Commission of data concerning the telecommunications market and the corresponding regulatory actions, in order for the Commission to draw up its Annual Report. In this context, EETT forwarded several sets of data and information for the preparation of the 8<sup>th</sup> Report. In parallel, in the framework of its responsibilities, EETT pursued its contacts, exchange of views and cooperation with individual Directorates-General of the European Commission, such as those responsible for the Information Society, Competition and Internal Market.

Throughout 2002, EETT maintained frequent contacts with its European counterparts, cooperated with them on individual issues and invited European experts and officials to provide its staff with timely updates about recent developments in the area. Of special interest were also the visits to EETT by delegations from the Balkans and the Mediterranean region, with the purpose of exchanging views on current issues of the electronic communication sector, and to train staff of newly established Regulatory Authorities in these countries. The European expertise of EETT renders it today an advisor of considerable calibre on issues related to its responsibilities, especially so for Authorities embarking now on the liberalisation of the electronic communications market. EETT continued its cooperation with competent organisations in the Balkan region, in order to settle issues concerning coordination between various types of radio communication stations. In addition, of particular interest was the MEDA regional programme of the European Commission, where EETT participated,

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.