



Introduction by the President

The main responsibility of the National Telecommunications and Post Commission (EETT), as an Independent Administrative Authority, is to supervise, control and regulate the telecommunications and postal services markets in Greece.

The year 2002 witnessed the conclusion of a number of important developments in the telecommunications market, as it was the second year since the market's full liberalisation. These developments created the possibility for consumers to choose among a number of fixed service providers. This had an immediate effect in enhancing the role of consumers.

During the same year, EETT issued a number of Regulatory Acts with the purpose of regulating matters in the telecommunications sector, relating mainly to Interconnection, Unbundled Access to the Local Loop, Leased Lines, assignment of Internet Domain Names, Electronic Signature and Universal Service. Of particular significance were also the regulatory interventions by EETT concerning reduction of call termination charges from fixed to mobile networks. Moreover, within the year 2002 the completion of the introduction of the new National Numbering Plan took place, which made possible the launch of procedures for providing consumers with new services, such as Carrier Pre-selection. EETT also granted Individual Licences for TETRA Digital Mobile Services, allocated EGSM frequency spectrum and introduced Part Circuits in the Greek market. In the radio spectrum area, investigations for establishing illegal spectrum usage have been intensified, with the aim to protect legitimate users and ensure the availability of frequencies. During the same period, EETT proceeded to the procurement of the necessary equipment, the most notable achievement in this area being the initiation of the procedures for procurement and installation of the National Spectrum Management and Monitoring System.

The work performed in the course of the last two years has served to consolidate the framework necessary for effective market operation, improved quality in the services provided, and balanced and reduced tariffs. These elements have in turn contributed to curbing inflation, boosting entrepreneurship and increasing employment in the sector. It is worth noting that the Consumer Price Index for Communications exhibits a negative trend. Furthermore, convergence of the Greek

and European telecommunications markets is also confirmed by European reports, which acknowledge the progress made and affirm the positive prospects.

The goals of EETT for the future in the telecommunications sector are:

- ▶ To make available to consumers a larger number of enhanced quality services at reasonable prices.
- ▶ To intensify its interventions in order to ensure the development of broadband access to networks and services by end-users.
- ▶ To promote electronic transactions.
- ▶ To develop a modern and efficient mechanism for radio spectrum management and monitoring, mainly in view of the Olympic Games to be held in Greece.

In the sector of postal services, EETT in 2002 continued its activities on the implementation of gradual and controlled liberalisation of the market. EETT concentrated on the control of the quality of the services provided by the sector's undertakings, and the extent to which these undertakings honour their obligations to the consumers. The goal is to prepare the market for the next liberalisation stage, due to take place in 2003, and to establish mechanisms the operation of which will contribute to the effective supervision of the market and to the protection of consumer rights.

In addition, EETT has taken steps to create the necessary mechanisms in order to protect consumers and safeguard their interests. Within this framework, emphasis was given on informing consumers about issues of interest to them, so that they can make the most appropriate and advantageous choices.

Consumers have always been the focal point of all our efforts. Our concern is to respond to the commitment we have undertaken to safeguard the rights of consumers and promote their interests, seeking in parallel to strengthen their position in the market for telecommunications and postal services.

Emmanouil A. Giakoumakis
EETT President

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