



tender procedure phase, the second one in implementation phase and the third one has been completed and received by EETT.

7.3. EETT Business Plan 2003 - 2005

During 2003, EETT acted in accordance with its Business Plan, developed during the second semester of 2002 and concerned the three-year period of 2003 - 2005.

2003 was the first year EETT implemented this tool, which sets its operational and development framework, defining its policies, the directions and actions that must be implemented in a predefined timeframe. The Business Plan transforms EETT's strategic goals to specific action plans that have been implemented and are still being implemented by Directorates and Departments.

After the implementation of the new organisational chart, EETT revised the former Business Plan, as had been provided when it was finalised in December 2002. This revision was conducted taking into consideration:

- The new conditions that appeared in EETT's internal and external environment during the first semester of the Business Plan implementation. In detail, these changes concerned:
 - The publication of the PD on the Organisation of EETT, its implementation and the organisation of EETT according to a specific structure.
 - The establishment of EETT's first Regional Office in Thessalonica for spectrum issues.
 - The recruitment of personnel.
 - The delay in harmonising the Greek law with the new Regulatory Framework on electronic communications.
 - The conclusion of major and important project agreements (National Relational Database for

Number Portability-NRDNP, Domain Names Registry, OTE's cost control), which set specific timeframes and demands in human resources.

- The introduction of ADSL in the Greek telecommunications market, which set significant demands on EETT's operation in what concerns the control of ADSL implementation.
- The progress of the project on the Organisation of the Spectrum Management Directorate and the drafting of the relevant Regulations.
- The conclusion of agreement on the National Spectrum Management and Monitoring System (NSMMS) and the finalisation of the contractual implementation timeframe.
- The experience from the up to that date operation of the Consumer Service Sector (CSS).
- The publication of the new law on postal services.
- The experience acquired from the first semester of implementation, in what concerns the estimates in implementation schedules, as well as the estimate for the duration and the man-effort required for the implementation of different projects and the evaluation of issues that arose.
- The approach and vision of executives who occupied responsibility positions and played an active role in the design of the revised Business Plan.

The years 2003 - 2005 are of significant importance to the evolution of competitiveness of the Greek telecommunications market and EETT's role is crucial for the establishment of competition and the promotion of consumer rights. The significance and the necessity of the successful implementation of the Business Plan lies on the fact that it will ensure to the maximum level the achievement of EETT's goals and the effectiveness of its regulatory role.