



the other European countries. In the meeting, Presidents and experts of Regulatory Authorities participated and the discussions focused on the exchange of views on a series of regulatory issues, such as licensing, Universal Service (US), market analysis and competition issues, broadband services, Interconnection and the costing principles in telecommunications.

Finally, EETT participated in the 1st conference organised by the Regulatory Authority of Monte Negro, aiming to record the NRAs responsibilities and problems in the wider Balkan area.

7.4.4. Organisation of IRG/ ERG Summits

On the 19th and 20th of May 2003, EETT hosted the Plenary Summits of IRG and ERG Presidents. In the proceedings of the Summits, Presidents and representatives from respective NRAs from 28 European countries participated, as well as high ranking executives from the European Commission, among whom the Head of the General Directorate "Information Society".

During the IRG Summit, institutional issues were mainly discussed, which concerned the preparation for the implementation of the new Regulatory Framework in the EU member-states. In what concerns the Summit of the ERG Group, the principal issues discussed were, among others, the definition of obligations on telecommunications providers that have been designated as SMP operators in markets where the competition is not developing sufficiently, the wholesale provision of xDSL services, the accounting separation as well as the costing methods. Furthermore, two European Commission Decisions were also discussed, according

to which the common use of network infrastructure by 3G service providers is allowed, in the United Kingdom and Germany.

In the additional discussions between the Presidents and the European Commission on current issues of regulatory interest, issues such as the use of GSM Gateways, the consequences of traditional PSTN lines substitution, the regulation of wholesale xDSL services provision, the call termination on mobile networks and the interoperability, were discussed.

The European Commission representatives underlined the necessity for timely and effective implementation of the new Regulatory Framework, which aims at ensuring that consumers continue to benefit from various options, the quality of services and the advantageous prices. Furthermore, the crucial role of the NRAs for the implementation of relevant rules in a consistent manner in all member-states, was stressed.

7.5. Conference "Telecommunications: Three Years of Liberalisation"

On the 9th of December 2003, upon the occasion of three years since the liberalisation of the Greek telecommunications market, EETT organised a conference entitled "Telecommunications: Three Years of Liberalisation"⁷⁵. The conference's goal was to discuss the evaluation of the liberalisation process, the electronic communications development policies and the perspectives of the telecommunications market, as well as to exchange views under the light of the New Regulatory Framework.

Among the speakers in the conference were the European Commissioner of the IS, Mr. Erkki Liikanen and

⁷⁵ More information is available in EETT's website, <http://www.eett.gr>, Publications/ Conferences-Events Sections.



the Minister of Transportation and Communications, Mr. Christos Verelis. The two principal subject areas were: "The Development Policies of Electronic Communications" and "The Electronic Communications Market and its Perspectives". The first subject area focused on the views of the political world on the development of electronic communications, where all political parties with parliamentary presence were represented. The second subject area gave its own mark on the course and perspectives of electronic communications.

7.6. Information Systems

7.6.1. Expert Study on the Integrated Information System

During 2003, a study was conducted on the design of EETT's Integrated Information System (IIS), which has the following objectives:

- ▶ Quality upgrade of EETT's provided services, which includes:
 - Establishment of a "client-centered" approach.
 - More effective service provided to the citizen.
 - Improvement of information quality.
 - Minimisation of mistakes.
 - Reduction of operational cost.
- ▶ Improvement of productivity/ efficiency of personnel, which includes:
 - Ensuring the effectiveness and speed in the management of daily tasks.
 - More effective management and utilisation of human resources.
 - Upgrading of internal working environment.
- ▶ Upgrading of EETT's information mechanisms and capabilities, which includes:
 - Standardisation, simplification and organisation of the information flow towards the internal environment of

EETT, as well as with external collaborating bodies and persons.

- Availability for valid and reliable information.
- ▶ Strengthening of the perspective for horizontal collaborations between EETT's administration units.

The study resulted in a series of applications that are organised in subsystems, according to Figure 4.

Specifically, the Works and Documents Management subsystem aims at supporting EETT's procedures, with document's registration and management operations, task monitoring and scheduling etc.

The Market Data Management and Business Operations Support subsystems provide the necessary functionality for the support of EETT's main business activities. Specifically, the Market Data Management subsystem concerns the collection, management and exploitation of gathered data and the Business Operations Support subsystem, concerns the licensing, management of scarce resources, radio equipment issues etc.

The Financial Management and Human Resources Management subsystem aims at supporting the Directorate of Financial and Administrative Services.

The Communication Support with the External Environment subsystem provides contact data management operations, mass communication automation, telephone contacts management (i.e. complaints) etc. Thus, automated communication services are provided also for the activities of the other operational areas.

The Services and Communication subsystem through the Internet, includes information publication services and services through the Internet for the electronic submission of applications, notifications, complaints etc.