



4.2.2. Organisational Infrastructure

EETT, given the increasing volume of complaints and aiming to manage them in a more effective manner, proceeded to the design and implementation of a network complaint database. The database enables the monitoring of a complaint's investigation. The electronic collection of data allows the exploitation of useful information and the extraction of statistical data such as complaints management times, complaints per service category and per prefecture. The aforementioned system is directly linked to the scheduling and organisation of daily actions.

The daily management of the submitted complaints requires the involvement of technical units of personnel with a significant differentiation in their duties (interrogation employees detached from the Hellenic Police, technical staff, drivers, technical experts). Furthermore, the use of a large number of equipment of varied categories is required (vehicles, portable equipment, fixed equipment).

EETT, for the effective management of the aforementioned human and technical resources, started in 2003 the drafting of specifications for the implementation of a resource management system of ERP type (Enterprise Resource Planning).

4.2.3. Installation of Technical Equipment

The establishment of the necessary infrastructures for the coverage of immediate control and monitoring needs was a basic concern for EETT in 2003. In this context and having already the experience from the installation and operation of the FMS in the AIA, during the previous year, EETT proceeded to the procurement and installation of suitable monitoring equipment in another two airports of the country, the airport "Nikolaos

Kazantzakis" in Herakleion of Crete, and the airport "Diagoras" in Rhodes.

The specific airports were chosen according to:

- a) The volume of traffic they support.
- b) The specialised radio aids they possess, such as the Instrument Landing System (ILS) in the airport of Rhodes.

It is worth stressing that, in Herakleion of Crete, due to the installation area of the FMS and the geography of the space, the station is also used for the monitoring of the spectrum in the wider Herakleion area.

The FMS include all the necessary equipment for the spectrum's monitoring in the 20 MHz to 1.3 GHz band, whereas there is the possibility for a future expansion of the monitoring band up to 3 GHz. The support software of the FMS provides remote control possibility of the station's operations from the Control Center, located in EETT's premises in Athens. Remote control allows the automatic execution of Monitoring Work Plans (MWP) from the stations at predefined intervals.

4.3. Placing on the Market and Use of Telecommunications Equipment

4.3.1. Completion of an Up to Date Regulatory Framework

The status of placing on the market, free movement and use of RTTE, is defined on a pan-European level by Directive 1999/5/EC of the European Parliament and of the Council of the 9th of March 1999. Presidential Decree (PD) 44/2002 harmonised Greek legislation with the aforementioned Directive. According to PD 44/2002, EETT was assigned the responsibility for issues of placing on the market, free movement and use of RTTE.



EETT's principal goal for 2003 has been the completion of an up to date regulatory framework with the suitable specifications for the placing on the market and use of RTTE equipment in compliance with the requirements of the PD 44/2002.

In collaboration with a special consultant, who has undertaken the project of Spectrum Management Directorate organisation, EETT proceeded to the drafting and issuance of the following Regulations provided by PD 44/2002.

Regulation on the Notification of Radio Equipment to EETT

In cases of radio equipment operating in frequencies the use of which is not harmonised throughout the EU, there is the obligation to notify to EETT the operational characteristics and the intention to place the equipment on the market. EETT, by a Decision⁵⁵ defined the procedure according to which the manufacturer of radio equipment, or his authorised representative in the EU, or the person responsible for placing the equipment on the market, submits the aforementioned notification.

Obligated parties must submit a notification to EETT, at least four weeks prior to the date of the radio equipment's placing on the market.

Notified Bodies Regulation

This Regulation⁵⁶, defined the criteria, the procedures and every other detail related to the assessment of bodies seeking to be designated as Notified Bodies, according to PD 44/2002. The Notified Bodies have as

a principal responsibility the a priori compliance evaluation of the equipment that manufacturers place on the market.

EETT is under the obligation to notify to the European Commission all bodies designated as Notified Bodies and to provide the required information for the update of Notified Bodies lists, published in the Official Journal (OJ) of the European Communities.

Regulation on the Publication of Technical Interfaces of Public Telecommunications Networks

EETT, by a Decision⁵⁷, defined the terms and procedures, according to which the public telecommunications networks providers are obliged to publish the technical specifications of their network interfaces.

The aforementioned publishing obligation applies to all interfaces through which access to telecommunications networks or/ and services is provided to the public. Indicatively, we mention the interfaces of wire and wireless networks, Leased Lines, Virtual Private Networks (VPN) and telephony networks, Integrated Services Digital Network (ISDN) and data services, telex, as well as the interfaces for available to public satellite services.

The publication of the technical characteristics of the public telecommunications network interfaces, must include adequate and detailed data, so that the design of telecommunications terminal equipment that can be connected to the above networks, offering all the services provided, is feasible.

⁵⁵ EETT Decision 296/49/2003, GG Issue 1881/B/17-12-2003.

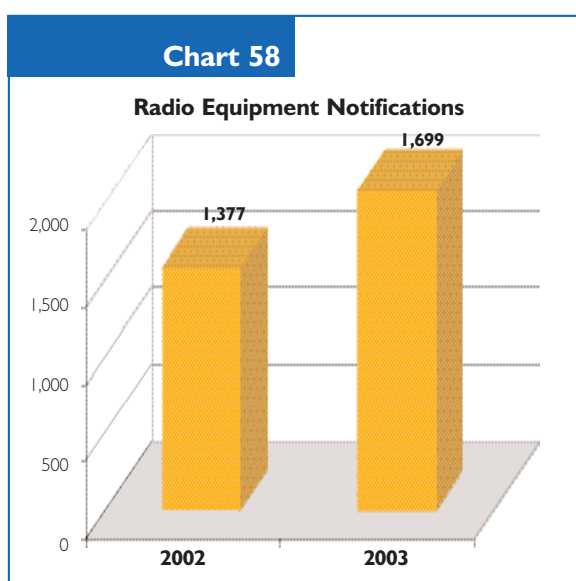
⁵⁶ EETT Decision 279/32/2003, GG Issue 441/B/14-04-2003.

⁵⁷ EETT Decision 294/55/2003, GG Issue 1590/B/30-10-2003.



4.3.2. Notifications Management

In 2003, EETT received a large number of radio equipment notifications submitted by the obliged parties, according to PD 44/2002 and the relevant Notifications Regulation (see sub-section 4.3.1.). A significant increase was noted in the number of submitted notifications, in relation to 2002, something that reflects the increased needs for RTTE in view of



Source: EETT

the 2004 Olympic Games. For covering these above needs, EETT completed the upgrade of the notifications management electronic system and proceeded to the creation of a common database, where all notifications submitted to EETT since 2001, can be found. This way, the handling time of the relevant requests has been significantly reduced. Furthermore, EETT is at the stage of acceptance test of support applications for the electronic submission and management of notifications, through internet interfaces.

The more efficient management of submitted notifications was also facilitated by the amendment of

NFAT. This amendment led to the harmonisation of the Greek framework of placing and use of Short Range Devices (SRDs), with the respective framework of the other European countries; thus placing on the Greek market and the use of this special category of radio equipment were rendered feasible.

4.3.3. Market Surveillance

Market surveillance aims to ensure the compliance of radio equipment that circulates in the Greek market with the requirements of PD 44/2002 and Directive 1999/5/EC. In this framework, EETT is responsible for administrative and technical controls of the RTTE placed on the market, actively contributing to the protection of consumers, the promotion of healthy competition and the avoidance of harmful interferences.

In 2003, EETT participated in a pan-European market surveillance campaign that was organised following a demand from the EU, mostly aiming to record the compliance of RTTE in the markets of member-states, with the administrative requirements of Directive 1999/5/EC. In every member-state, sample controls were conducted for 100 products of various categories of RTTE. After a statistical analysis of the results, useful conclusions on the administrative compliance of equipment on a pan-European level, are anticipated, which will be used for the definition of the optimum market control procedures.

It should be noted that EETT has investigated all complaints that were submitted for equipment not compatible with the requirements of the aforementioned PD. Furthermore, EETT monitors the compliance of equipment (mostly transmitters and receivers) included in the applications for frequency assignment.



4.3.4. Participation in International Committees/ Groups

In the framework of the implementation of Directive 1999/5/EC on RTTE, EETT represents Greece in the Telecommunication Conformity Assessment and Market Surveillance Committee (TCAM). EETT submits requests for clarifications regarding the implementation of the Directive and follows closely all relative developments.

Furthermore, EETT participates in the Administrative Cooperation Group (ADCO) of the European Commission, which has as a principal goal to jointly encounter European RTTE market problems. At the same time, EETT follows the developments of Radio Regulations Enforcement workgroup (RR, former RRII) of the CEPT/ ECC (Conférence Européenne des Postes et Télécommunications - Electronic Communications Committee), which has as an objective the study and analysis of the market with the aim to assist NRAs on issues of spectrum monitoring and RTTE market surveillance.

4.4. Procurement of National Spectrum Management and Monitoring System

In 2002, EETT initiated the procedure for the procurement of the NSMMS, a technologically advanced infrastructure of high standards on which spectrum management in Greece, will be based.

The NSMMS, along with the subsystems it includes, will directly support all the operations of spectrum management. Some of these operations are:

- Frequency assignment.
- Licensing and pricing.

- Technical analysis to avoid interferences.
- Suitability control of equipment used.
- Surveillance of spectrum's legal use.
- The continuous recording of spectrum availability.
- Tracing and suppression of illegal broadcasts.

As a result of the above, immediate benefits are expected. Indicatively, we mention the:

- Protection from illegal interferences in frequencies used by national security and defense services.
- Protection of networks used for the security of air navigation and navigation.
- Provision of reliable radiocommunications environment during the Olympic Games.
- Safeguarding spectrum's use, according to the specifications and the terms of the users' Licence.
- Tracing of spectrum's illegal use.
- Rapid development of new wireless technologies and applications and shaping of a competitive radiocommunications environment.
- Coordination of spectrum's use with neighbouring countries.

The NSMMS's implementation is divided into two phases:

The first phase, already under implementation, covers the prefectures of Attica and Thessalonica. The second phase is expected to cover the remaining country.

The NSMMS consists of two principal sub-systems:

- The Management System, which includes software for the support of operations such as the assignment of frequencies, licensing, pricing and frequency coordination.
- The Monitoring System, comprised by 5 FMS (3 in Attica and 2 in Thessalonica) and 7 Mobile Monitoring Stations (5 based in Athens and 2 based in Thessalonica).