



EETT's goal is to ensure that the contracts in question include all the terms provided by the legislation in force, so that consumers are protected.

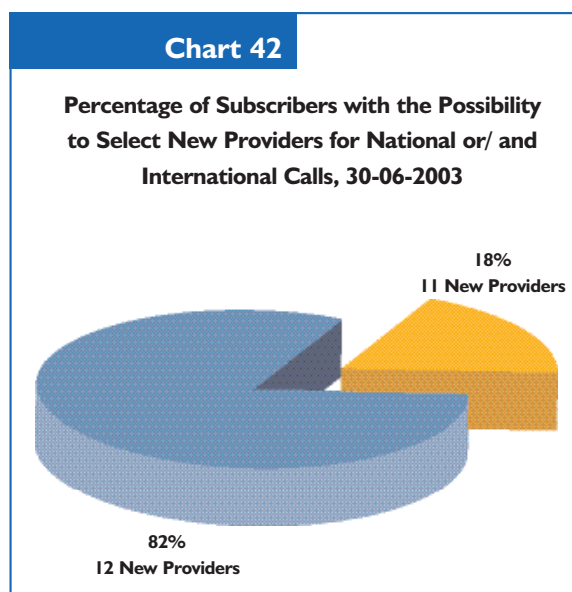
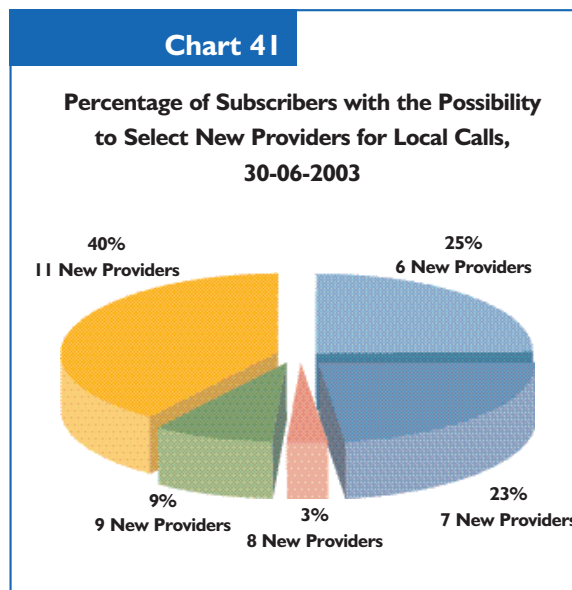
2.2. Telecommunications – Radio Communications

2.2.1. Benefits from Competition

The entry of new providers in the telecommunications market led to the establishment of competition and brought various benefits to the consumer. More specifically, the entry of new fixed voice telephony providers (see also Section 1.1.), had as a primary result the increase of consumer choices in what concerns the provider of their telephone service. As it can be seen in Charts 41 and 42, the majority of fixed voice telephony subscribers has now a choice among new providers.

The intense competition between new providers and OTE brought about, as it was expected, significant reductions in their tariffs. It is noted that the cost of a call varies and depends from, among other things, the providers' commercial packages. It is estimated that after the relevant EETT Decision⁷, by which the new pricing policy of OTE was approved under conditions, the competition will be further intensified and at the same time new reductions of voice telephony tariffs are expected by new providers, to the benefit of consumers.

Further on, we present comparative data for December 2003, concerning the cost of different kinds of calls (local, national, international and calls to mobiles), made on working days and during rush hours. In the comparison, we take into consideration the basic programmes of each provider and not



special programmes offered, which may be more affordable. Furthermore, we don't take into consideration the possible existence of a fixed charge or free of charge time.

More specifically, Chart 43 (page 54), depicts the real cost of a local call of three and ten minutes duration. All providers use as a charge unit the minute and the charge's range varies from 0.024 euros/minute to 0.026

⁷ OTE's new pricing policy was approved by EETT on December 17th, 2003 (EETT Decision 310/30/2003, GG Issue 1925/B/24-12-2003) and its commercial implementation began on December 31st, 2003.



euros/minute. The cost of a national call of three and ten minutes –where the charge unit is for most providers the second- is depicted in Chart 44 (page 54).

The charging of calls to mobile phones is more complicated. Specifically, it includes a minimum charge, which the consumer pays, irrespectively of whether the call is shorter than the predetermined minimum duration, as well as the charge unit, which usually varies from provider to provider. Chart 45 (page 55) shows the real cost of a one minute call, for all four mobile telephony providers, with most of them using the second as a charge unit.

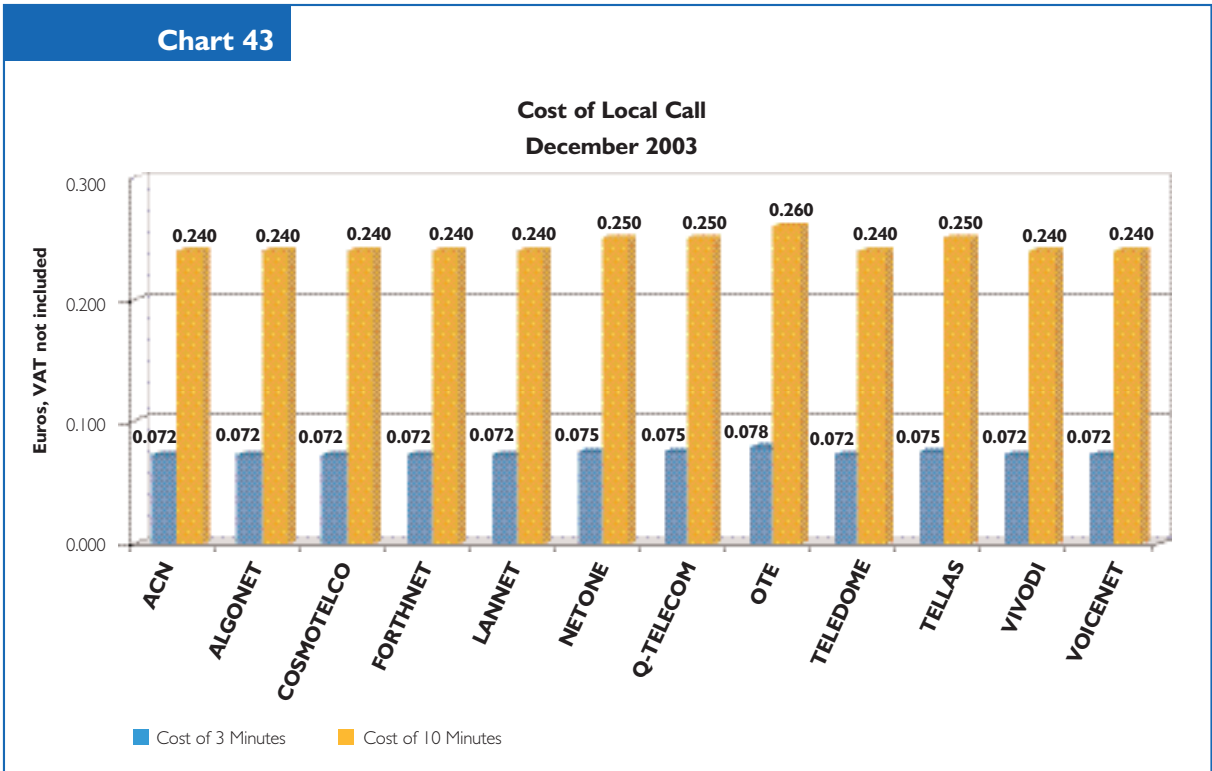
In what concerns international calls, there are various charging zones per provider, without however any important differences in the selection of countries that

form the zones of each provider. For example, the first zone usually includes all calls to the countries of the European Union (EU), the USA, Japan and Australia. Indicatively, in Chart 46 (page 55) you can see the cost of a three minute international call to a fixed phone in the United Kingdom, the USA, Russia and Brazil.

It is stressed that the comparative data presented in this sub-section, corresponds to December 2003 and does not constitute a market guide. In the new telecommunications environment, consumers active participation is necessary, in order to make the best choices. It is noted that the best choice of a fixed voice telephony provider is directly linked to each consumer's habits. The type of calls, their duration, the calling time, constitute important elements that facilitate the relevant comparisons.

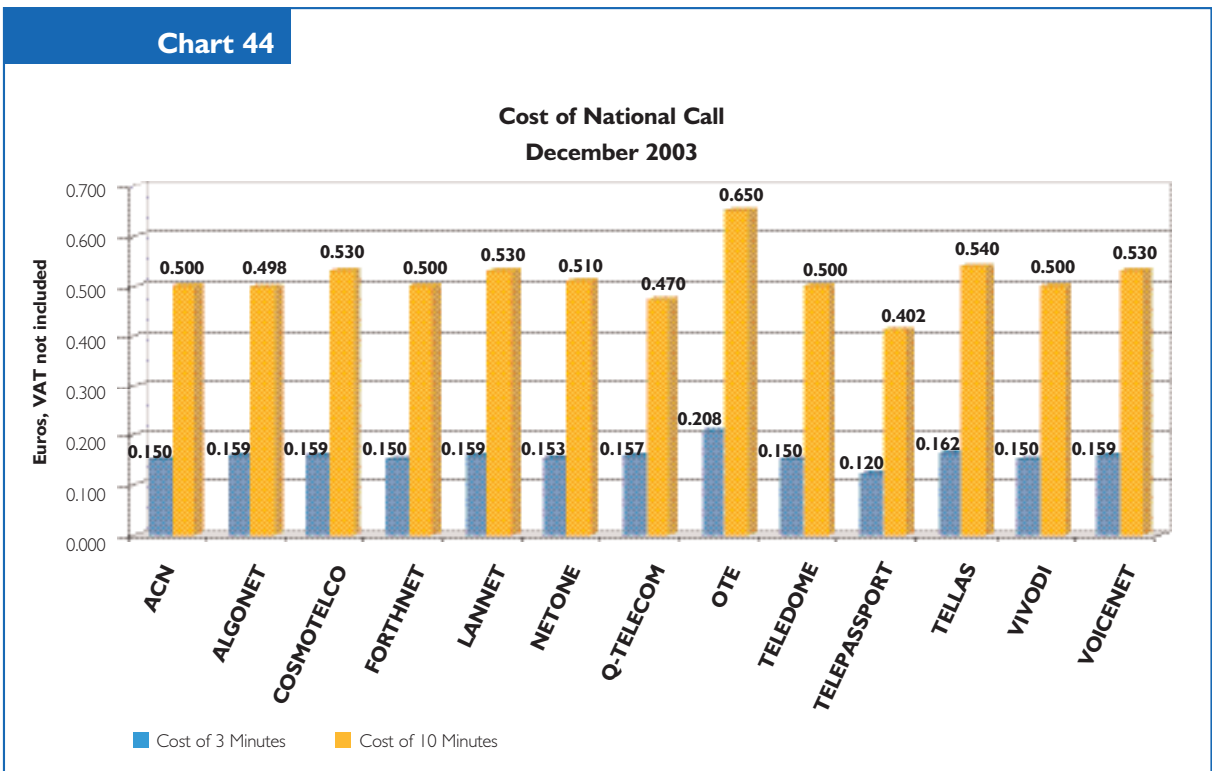


Chart 43



Source: EETT

Chart 44

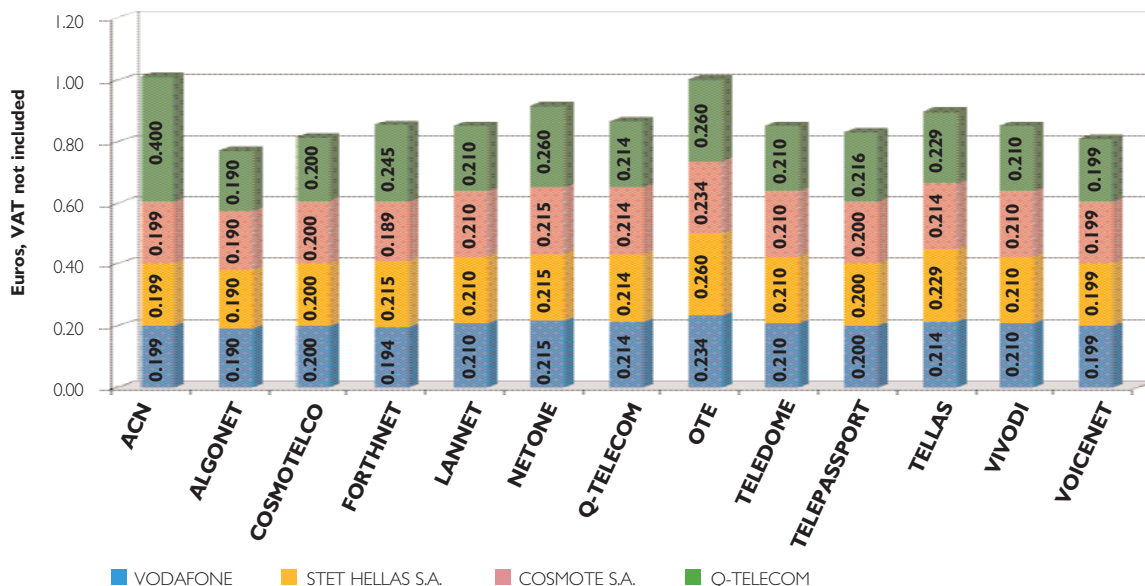


Source: EETT



Chart 45

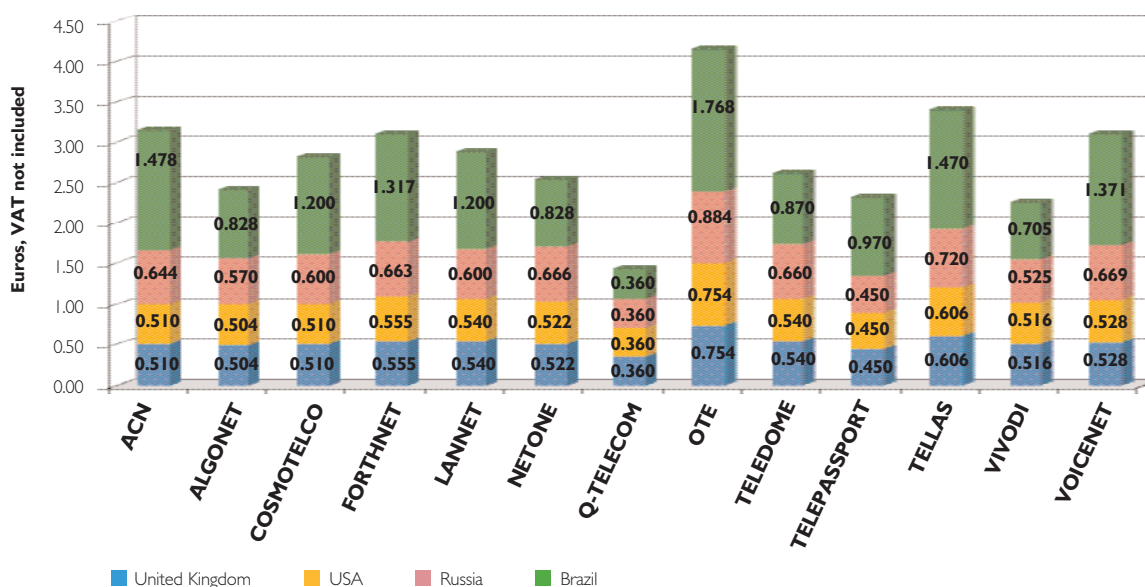
Cost of a 1-Minute Call from a Fixed to a Mobile Telephone
December 2003



Source: EETT

Chart 46

Cost of a 3-Minute International Call to a Fixed Telephone
December 2003



Source: EETT



Finally, a very interesting element that reveals the significant reductions of prices, observed in the telecommunications sector, is the Consumer Price Index for Communications, from data collected by the National Statistical Service-NSS (Charts 47, 48 and 49). This particular Index, in combination with the General Consumer Price Index, certifies the positive results of market liberalisation.

2.2.2. New Services

Carrier Pre-Selection – Carrier Selection

The full liberalisation of telecommunications had as a result the entry of new providers in the telecommunications market and especially in the market of fixed voice telephony. The provision of voice telephony services to consumers by new providers, is based on the services of Carrier Selection and Carrier Pre-selection.

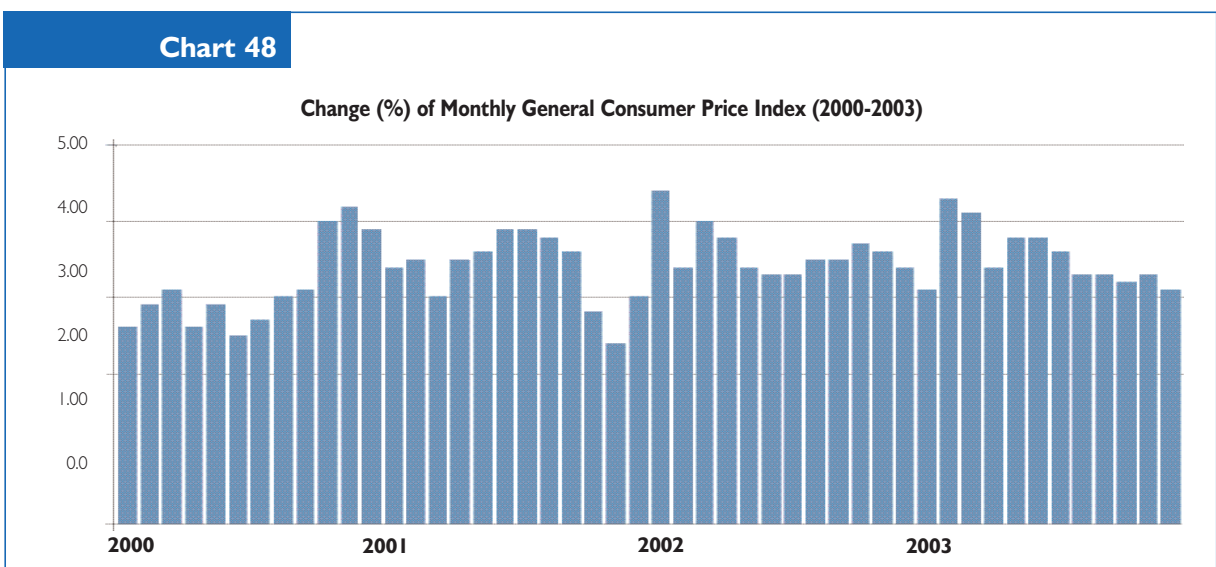
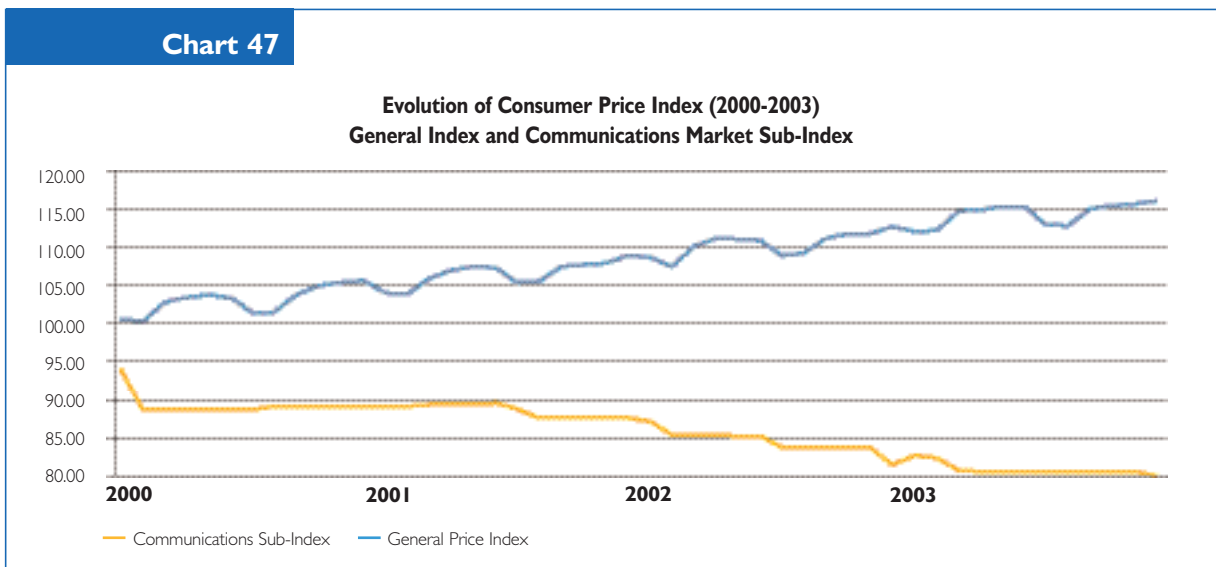
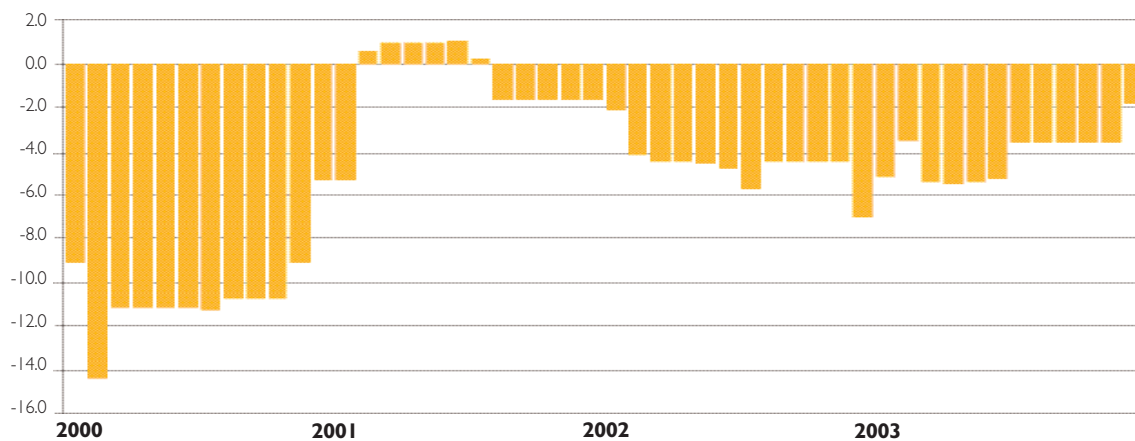




Chart 49

Change (%) of Monthly Consumer Price Index for the Communications Market (2000-2003)



Source: NSS

It should be mentioned that the Carrier Selection, which signaled the commencement of full liberalisation of the telecommunications market, had been provided since 2002. Carrier Pre-selection was available to consumers by the end of April 2003.

Carrier Pre-selection, based on the relevant Regulation⁸ by EETT, is available to consumers for the following call categories:

- ▶ Possibility 1: International Calls.
- ▶ Possibility 2: National Calls and Calls to Mobiles.
- ▶ Possibility 3: International, Local, National Calls and Calls to Mobiles.

The specific service is expected to further intensify competition in the fixed voice telephony market.

Domain Names

The year 2003 was important for the assignment of Domain Names with a [.gr] suffix, due to the fact that

the newly implemented EETT Regulation⁹ fully reforms their management and assignment framework.

The new Regulation signals the removal of a series of restrictions of the previous framework and specifically provides:

- ▶ The possibility to assign Names to any person or legal entity, irrespectively of nationality.
- ▶ The possibility to assign an infinite number of Names to any person or legal entity.
- ▶ The clarification of conditions, according to which the assignment of a Name is possible or not.
- ▶ The possibility to resort to EETT in case there is a problem with the assignment of a Name.

With the new Regulation, EETT aims at the better management of Domain Names, as well as at the invigoration of the Internet market, in order to maximise the benefits for the users.

The above interventions contributed to the increase of applications for the assignment of Domain Names, thus

⁸ EETT Decision 254/70/2002, GG Issue 773/B/21-06-2002.

⁹ EETT Decision 268/73/2002, GG Issue 1617/B/31-12-2002.



the total number of Domain Names presented a 16% increase in relation to 2002. It is also stressed that EETT successfully handled problems and complaints for Domain Names assignments, especially in what concerns company names, distinctive titles, trade marks etc.

Universal Service

US is a predefined minimum set of telecommunications services of a specific quality (EETT by a relative Decision¹⁰ had defined the content of US), which is provided to every citizen, regardless of geographic location, at an affordable price. During 2003, EETT focused on the implementation of the above, including the Universal Service Provider (USP) and the other providers' compliance control with the obligations that result from the regulatory framework in force. It is noted that until 2005, OTE has been designated as USP¹¹.

More specifically, concerning the USP's obligation to issue a unified telephone directory, EETT coordinated and monitored the actions of telecommunications providers for its implementation and set the timeframe for its issuance.

As far as the facilitations and provisions for persons with special needs, the details concerning the definition of the various beneficiary categories and the implementation of the provisions were set. The USP took measures, including the issuance of a Special Circular on the upholding of its relevant obligations. It is worth mentioning the fact that Greece is counted among the member-states that have taken initiatives and adopted proper measures in the sector of telecommunications services provision in order to facilitate the everyday life of persons with special needs.

Specifically, the USP has, among others, the obligation to provide the following facilitations and provisions to

persons with special needs:

- To persons with kidney deficiencies at a final stage, free of charge airtime of a value equal to 1,000 minutes of local charge, monthly for a telephone connection.
- To persons with sight, hearing deficiencies as well as to persons with a handicap over 67%, to families of persons with severe intellectual deficiencies, persons with paraplegia or suffering from cerebral paralysis with a handicap percentage over 67%, a discount of 16 euros on the total monthly charge for use of data transmission services. Furthermore, beneficiaries of this discount can also be those set by law or by contract as practicing the wider supervision of the above persons (parental responsibility, guardianship).
- To blind persons and persons with serious sight impairments, the possibility to make free of charge 20 calls per month to a service of telephone catalogue information.
- To blind persons and persons with serious sight impairments, the service of selective barring of outgoing calls for free.

EETT's goal is to ensure the effective provision of high quality telecommunications services to all citizens of the country and to strengthen social cohesion. In this context, it especially sees to the ensuring of access, quality and price terms during the provision of telecommunications services to people with special needs, thus encouraging their equal participation in the Information Society and the discouragement of social exclusion phenomena.

2.2.3. Broadband Services

As broadband, are characterised these services that require high speed data transmission, as for example high speed Internet access and video conference. One

¹⁰ EETT Decision 255/83/2002, GG Issue 874/B/12-07-2002.

¹¹ EETT Decision 264/140/04-10-2002, GG Issue 1368/B/24-10-2002.



of the main goals for 2003 was the promotion of broadband services and the ensuring of the unimpeded access to networks and services of broadband communications in Greece.

In this context, EETT proceeded to a series of actions, which on one hand focused on the introduction and promotion of new technologies and on the other hand on the implementation of OTE's legal obligations. Specifically:

- EETT paid particular attention to the implementation of the Local Loop Unbundling (LLU) of OTE. It is noted that the LLU is suitable for the provision of broadband services to end-users by interested telecommunications providers, through the use of OTE's access network infrastructure. In March 2003, after a relevant cost control, new prices were set for the LLU, which were much lower than the ones prevailed until then. The result was the increase of demand and provision of LLU by telecommunications providers.
- EETT monitored the provision of ADSL access by OTE to end-users and telecommunications providers. Specifically, in May 2003, OTE announced the commencement of the service's commercial operation and EETT was in close collaboration with OTE and with the interested telecommunications providers in order to ensure the rapid service provision, under equal and transparent terms. The result of the above, was that users enjoyed rapid access to the Internet through ADSL, at decreasing prices due to the developing competition.
- In December 2003, after the completion of OTE's cost control, new prices were defined for the provision of Leased Lines. The telecommunications providers, through Leased Lines, have the possibility to provide broadband services to consumers.
- During 2003, EETT granted 3 Individual Licences for the provision of services through W-LAN technologies. The W-LAN technology, which

allows the wireless broadband access of end-users, has great appeal in Europe and in the USA and presents prospects of progress in Greece also. It is noted that it allows the wireless connection of computers at a central Access Point and is usually used for rapid access to the Internet in big urban centers and especially in big building complexes, such as airports, universities, and schools.

- EETT monitored closely the implementation course of 3G Mobile Networks, trying to resolve any issues arisen. In the beginning of 2004, the provision of 3G Mobile Telephony Services by providers is expected, and the users will be able to enjoy broadband services through mobile phones.

During 2004, EETT will focus on the control and monitoring of the relevant market, with the aim to facilitate the provision of higher quality and affordable broadband services to consumers, and the penetration of broadband services in our country.

2.2.4. Control of Antenna Installations – Interference Controls

The penetration presented by mobile telephony in the Greek market, as well as the introduction of all the above-mentioned new telecommunications applications relying on wireless networks, such as Fixed Wireless Access (FWA) and 3G Universal Mobile Telecommunication System (UMTS), multiply the need for installations of antenna mast constructions, in order to ensure the communication in the entire Greek state.

EETT, aiming at the further development of the telecommunications networks, pursues the strict abiding by the existing legislation, having as its main concern the protection of the environment and the citizens' health. In this context, EETT proceeds to



controls/ autopsies of antenna installations, so as to ensure their legal operation.

In 2003, EETT received requests/complaints by citizens and institutions, concerning antenna installations, which referred to:

- 683 cases of mobile telephony antenna mast constructions.
- 17 cases of radio amateurs.
- 15 cases of Private Mobile Radio (PMR) Networks.

Specifically, as to illegal installations of mobile telephony antenna mast constructions, the requests/complaints notified to EETT substantially increased during the second semester of 2003. This increase was mostly due to the people's concern for the safety provided by the set radiation limits and whether or not these limits are upheld by the providers of mobile telephony services.

It is worth mentioning that the larger the number of a provider's antennas in a specific area, the smaller the electromagnetic radiation emitted by each antenna.

Furthermore, based on the Joint Ministerial Decision (JMD)¹² on "Protection measures of the public from the operation of land-based antenna installations", clear conditions have been set, so that prior to the issuance of each Licence for a Mobile Telephony Antenna Mast Construction, the suitable protection measures are taken for the public. As it is provided in the same JMD, responsible for the protection of the general public from the non-ionizing radiations is the Hellenic Atomic Energy Commission (HAEC). EETT is responsible for the provision of antenna mast construction licences. For each licence, the concordant opinion of HAEC is required, in what concerns the safe limits of the

emitted radiation. In any case, EETT proceeds to a detailed examination of all necessary documents in order to ensure the abiding by the conditions provided by the law.

In the cases of illegal antenna mast constructions, EETT intervenes by executing the necessary autopsies/controls, in order to ascertain their owner and to impose the administrative sanctions provided by law. Following the issuance of a relevant Decision, EETT informs the competent Town Planning Department and the Public Prosecutor, in order to ensure the removal of each illegal installation and to impose the relevant penal sanctions, as provided by Law 2801/2000.

Besides the complaints that concerned antenna installations, EETT became the recipient of 44 consumer complaints for interferences in their television or radio receivers. In these cases, it proceeded to the necessary controls with the aim to track the source of interference and to all necessary actions in order to resolve the problem.

2.2.5. Radio Equipment and Telecommunications Terminal Equipment

Radio equipment is every equipment, which includes a transmitter and/or receiver and provides radio wave communication through the use of spectrum. Examples of radio equipment include mobile phones, satellite terminals, Citizen Band (CB) devices and radiotelephones on ships, pagers, cordless phones, transponders, short range devices (bluetooth applications, remote controls, garage wireless control systems, crane remote control systems, cordless microphones, wireless local area network equipment, and remote control toys).

¹² JMD 53571/3839/2000, GG Issue 1105/B/06-09-2000.



Telecommunications terminal equipment is the equipment connected, either directly or indirectly, by any means, to telecommunications networks (mobile telephony networks, public analogue and digital telephony networks as well as data networks), for the provision of accessible services to the public. Examples of telecommunications terminal equipment are fixed and mobile telephones, answering machines, modems, and telephone exchanges.

According to Law 2867/2000 and Presidential Decree 44/2002, EETT is competent for any issue concerning Radio Equipment and Telecommunications Terminal Equipment (RTTE).

The regime of placing on the market and use of the aforementioned equipment, was defined on a European level through an institutional framework that was gradually harmonised in all EU member-states. This fact, facilitated the introduction of new products in the market, as many obstacles encountered by manufacturers while trying to place their products in the European market, were lifted.

The placing on the market and use of RTTE is now liberalised in all EU member-states, provided that the equipment conforms to the following "essential requirements":

- ▶ Does not create hazards for health and safety.
- ▶ Operates sufficiently in the electromagnetic environment, without causing electromagnetic disturbances (protection for electromagnetic compatibility).
- ▶ It is designed and manufactured in a way that it uses the spectrum effectively, without causing harmful interferences.

The conformity is stated through the special marking "CE", which accompanies the device. Each device that bears the specific marking can be distributed freely in all EU countries. In what concerns the use of the device, depending on the marking, there are two cases, according to the following Table.

Table II	
RTTE Marking	
Marking	Interpretation
CE	The device can be used freely
CE ⚠	Use restrictions are imposed, for which the manufacturer must inform the user. Such restrictions may be the restriction of use in some EU countries or the requirement of a licence.

EETT is responsible to ensure that the equipment, which circulates in the market, is compliant to the above "essential requirements" and sees to the protection, adequate informing of consumers and the smooth operation of the relevant market. To this end, in 2003, it began sample controls of the RTTE that circulates in the market. Specifically, 100 products of several RTTE categories were examined and their level of compliance to the administrative requirements of Directive 1999/5/EC was recorded. At the same time, the design of a specific control system is at its completion phase, as well as the definition of the procedures that are required for the effective market surveillance.

In EETT's website one can find detailed information concerning the RTTE and the interpretation of the regulatory framework that governs its placing on the market¹³. Furthermore, detailed instructions are provided on the marking that the equipment must bear, as well as on its trading and use. The above information and instructions are addressed to providers as well as consumers.

At the same time, EETT is going to proceed to the issuance of information leaflets, which will address according to the case, consumers, specialised manufacturers and market representatives in order to inform them in a concrete and valid manner about the existing regime.

¹³ www.eett.gr, Telecommunications/ Telecommunications Equipment Section