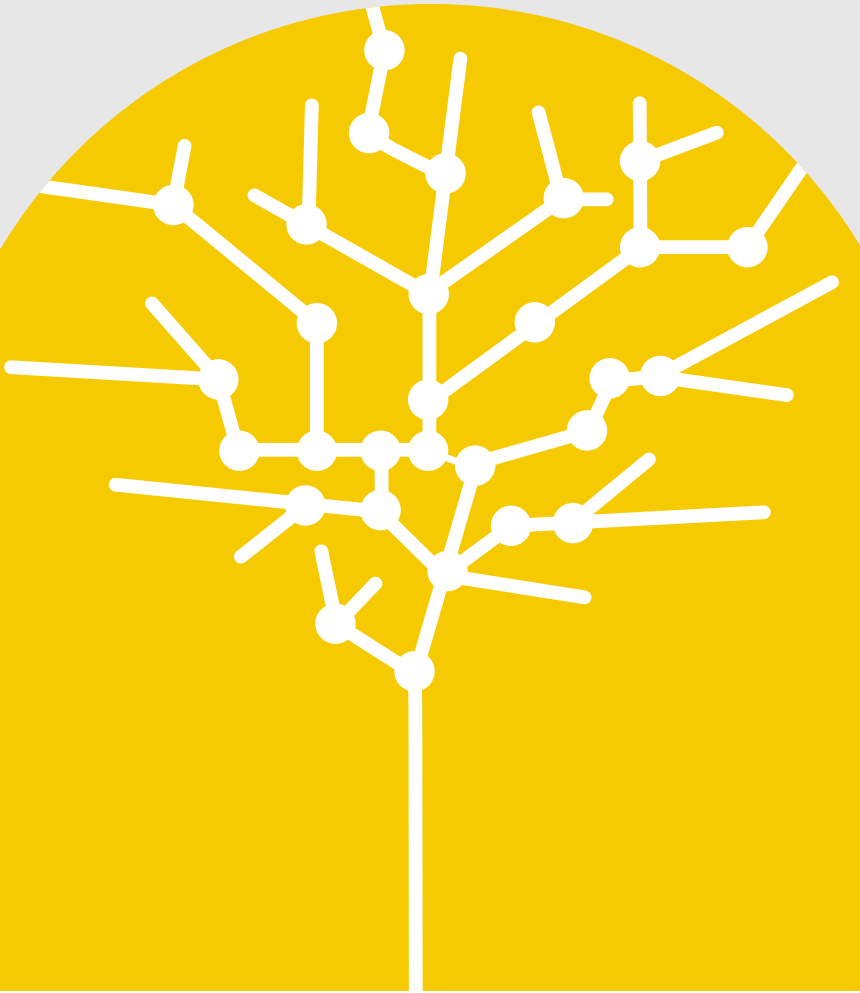


FOCUSING ON CONSUMERS



2. Focusing on Consumers

In this Chapter we present EETT's actions for the protection of consumers, as well as the establishment of a proper mechanism to handle issues of concern, related to the telecommunications and postal services provided.

Also, reference is made to the various benefits arising from the establishment of competition in the telecommunications sector, emphasizing on the increase of offered options and the reduction in the cost of services. In this context, information is included as regards offered services in the telecommunication market, such as Number Portability. In parallel, a new application created by EETT, constituting a useful tool for the comparison of various programs and the respective fixed and mobile telephony tariffs, is presented.

Moreover, the actions of EETT are stated for the efficient implementation of the new Regulatory Framework and the control of postal undertakings, to safeguard consumers rights.

2.1. Consumer Service Sector

2004 was the second year of operation of the Consumer Service Sector (CSS), its top priority being to safeguard the rights and interests of consumers of telecommunications and postal services.

The main actions of the CSS are:

- Informing the consumers about telecommunications and postal services issues, such as the options and facilities available.
- Immediate processing of requests/ complaints received on a daily basis and resolution of arising issues.
- Identification of issues which might need regulatory intervention, as these arise from consumers requests/ complaints.

Consumers may contact the CSS either on the phone at 801 11000 80, or in writing via mail, fax or email. All written requests/ complaints are recorded in a special electronic database (Consumers Service System), which among others enables the follow-up of all processing stages of issues, the method of resolution, as well as their quantitative and qualitative analysis. Accordingly, phone requests / complaints are classified by subject in order to reach useful conclusions in terms of consumers concerns.

To facilitate consumers and provide full information, EETT has created a special Section on its website addressing consumers. This Section:

- Provides information about CSS and the methods in which consumers can address their enquiries or complaints about telecommunications or postal services.
- Provides a special form to be filled in for requests/ complaints.
- Enables comparative presentation of tariffs pertaining to programs of fixed and mobile telephony use of all providers.
- Presents all the brochures issued by EETT with useful information about subjects of interest for consumers.

In 2004, the CSS received 1,965 written requests/complaints of consumers in relation to telecommunications and postal services, whose classification by subject is presented in Table 14 (compared to 2003) and Chart 46.

Table 14

Classification of Requests/ Complaints from Consumers, 2003 - 2004		
Classification Category	2003 (%)	2004 (%)
➤ Telecommunications Services (total)	95	90
Spectrum (antennas and interferences)	35	54
Internet (availability and tariffs)	29	7
Mobile Telephony (availability of services, tariffs, quality)	15	10
Fixed Telephony (availability of services, tariffs, quality)	14	18
Domain Names holding the [.gr] suffix	2	1
➤ Postal Services	3	2
➤ General Information	2	8

In the case of spectrum, almost all subjects were related to mobile telephony Antenna Mast Constructions and interferences. As regards the Internet, most subjects were associated with the availability of those services and charges.

In mobile and fixed telephony, the majority of requests/complaints focused on quality issues of the services offered, disputed bills, providers obligations and availability of specific services.

Also, there was a large amount of requests of general interest mainly related to the options provided to consumers and EETT actions. Consumers showed great interest in Number Portability of fixed and mobile telephony, and also Carrier Selection and Pre-selection.

As regards postal services, the requests/complaints focused on issues of quality of services and the compliance of postal undertakings with their obligations.

Moreover, the EETT Help Line received 2,932 calls in 2004, displaying an increase of 25% compared to 2003. Classification of calls by subject is shown in Chart 47.

Chart 46

**Classification of Consumers' Written Requests/ Complaints
01-01-2004 to 31-12-2004**

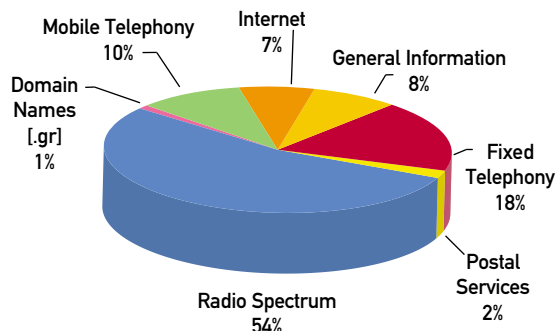
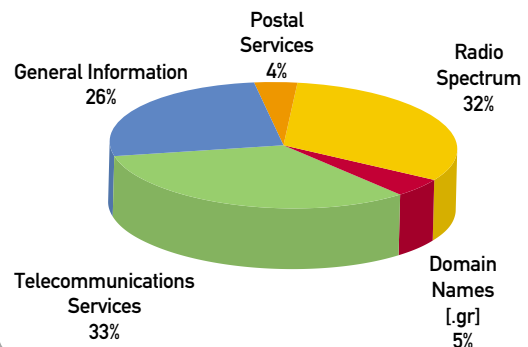


Chart 47

**Classification of Consumers' Calls
01-01-2004 to 31-12-2004**



The above show that consumers make use of the mechanisms created by EETT to safeguard their interests, obtain information, compare and claim their rights, taking up a leading role in the telecommunications and postal market.

2.2. Telecommunications - Radiocommunications

2.2.1. Benefits due to the Competition

The establishment of competition in the telecommunications sector has brought various benefits to consumers with the most important being the increase in options and the reduction in the cost of services.

In fixed telephony, alternative providers strengthen their presence through the provision of various packages and services, thus increasing consumer options. According to June 2004 relating data, consumers could select among at least 9 alternative

providers. EETT promoted the consumer options through actions, such as the information campaign regarding the Number Portability and the creation of web-pages with comparative presentation of fixed and mobile telephony tariffs.

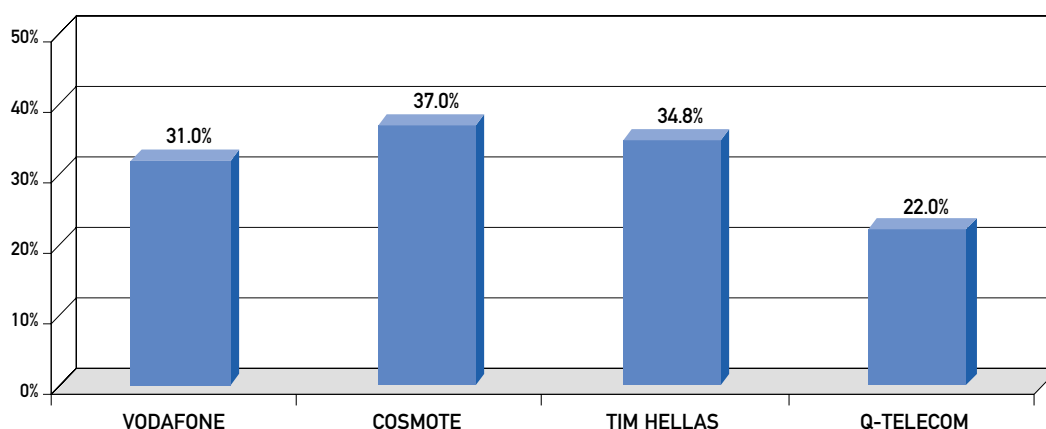
Moreover, consumers have increased options regarding broadband access to the Internet. By the end of 2004, 8 providers already were offering packages for Internet access based on ADSL or SDSL.

In parallel with the options increase, consumers benefit from reductions in telephony tariffs.

In mobile telephony, recent reductions in termination fees brought a significant financial benefit to consumers, since the corresponding reductions are reflected to the retail tariffs. Chart 48 presents the overall percentage reduction in termination fees for the period from August 2002 - October 2004. The specific fee refers to a 60-second call from a fixed to a mobile phone.

Chart 48

(%) Termination Fee Reduction, of a 60-Second Call, from a Fixed to a Mobile Phone
Aug. 2002 - Oct. 2004



Source: EETT