

APPENDIX VIII.

Glossary

TERM	EXPLANATION
Accompanying Courier Note (ACN)	A form attached to the postal item containing identification details.
Authorized Carrier (AC)	A carrier performing the necessary control to ascertain compliance or non-compliance of a Certification Service Provider (CSP) to the Voluntary Accreditation (VA) criteria. The AC is selected by the CSP from a list of carriers designated by EETT.
Bottom-up Model	Technical-economic model which calculates the network cost considered to be efficiently designed in terms of topology, technology, etc. It is used to calculate the cost of services, based on the cost of separate network elements required for the provision of the specific services.
Call Termination	The telecommunications service where one of the contracting parties (the one providing the service) terminates to its network a call coming from the network of the other contracting party.
Carrier Pre-Selection	The option given to OTE subscribers, if they so wish, to select as a default the Provider who will process one or more categories of calls (international, local, national and calls to mobile phones). This option eliminates the requirement to dial the specific 4 or 5-digit code, as in the case of Carrier Selection.
Carrier Selection	The option offered to OTE subscribers to make calls through another Provider by dialing a special 4-digit or 5-digit Carrier Selection Code assigned to the specific Provider before the desired number.
Certification Service Providers (CSP)	Individuals or legal entities or other carriers issuing certificates or providing other services, with respect to the Electronic Signatures.
Charter of Obligations to Consumers (COC)	The undertakings providing postal services under a General Authorization must prepare a COC to include (a) description of characteristics of the provided service and the time limits within which it is provided, (b) information for users about prices, based on the data affecting them including expected improvement of service quality, (c) the Dispute Resolution Committee with the participation of a users representative and right of attendance for the interested user (consumer). The COC also contains all other necessary information in relation to the characteristics of the postal undertaking, the obligations and commitments to users, the management of postal items, user service and potential compensation.

Common Cost	The cost which is jointly assigned to various telecommunications services on a long-term basis. The identification of common cost is based on the minimum number of network elements required for full operation of the telecommunications network and the total number of network elements required on the long-run for full network operation.
Comprehensive Directory	The directory including fixed and mobile telephony numbers of all Providers' subscribers.
Current Cost	Refers to the valuation of various assets of the enterprise, based on equivalent present value.
Dependent Stations (in satellite services)	Earth stations whose access to the space part is performed under the control and surveillance of an infrastructure station.
Digital Certificate	Electronic certificate (electronic file), which connects signature verification data with a person and ascertains identity.
Dispatch	The service in which one of the two contracting parties dispatches a call from the network of the other party to a third party network.
Dispute Resolution Committee (in the postal services sector)	Special committee convened for the resolution of disputes arising between a postal undertaking and users. The Committee meets under the responsibility of the postal undertaking, with the necessary participation of a users representative, while the concerned user (consumer) may also attend.
Domain Names	An alphanumeric element which individualizes a computer connected to a network or group of computers connected to a network, according to the principles of the Internet Domain Name System.
Earth Infrastructure Stations (in satellite services)	Earth stations with control and monitoring devices, constituting the cores for the provision of satellite services. Examples of this category are radio-television broadcasting stations, HUB stations in VSAT TDM/TDMA network, etc.
E-Spectrum	Electronic application for the submission of radio spectrum use applications for the needs of the Olympic Games, published on the ATHOC 2004 website. Through this application, interested radio frequency users could be informed about the applicable radio frequency licensing regime, submit their applications and follow up their processing on the Internet.
Fly Away	Easily transported equipment that allows rapid satellite connection in distant areas for data, sound and image transmission.

Free Call Service	Call for which the caller is not charged.
Frequency Assignment	Authorization provided to a person already holding an Individual Licence, for the commencement of use of a specific radio frequency or a specific radio electric channel by a radio electric station, at a particular location and with particular technical characteristics, according to the conditions described in the Individual Licence.
Fully Distributed Cost (FDC)	Costing Method based on which all cost elements are allocated to the products using a number of appropriate algorithms.
Geographic Numbers	The numbers whose prefix denotes the geographic location of the number holder.
GSM-Gateways	Terminal devices connected to call centres for the purpose of transforming fixed to mobile calls into mobile to mobile calls . This transformation is achieved using SIM cards installed in the GSM-gateways.
Historic Cost	The amounts paid by the Provider for the purchase of various fixed assets (e.g. active network equipment, plots, buildings, cables, computers, etc). This information is stored in the accounting records of the Provider and appears in the official accounting statements (balance sheets and operating results).
Individual Courier Agreement	Agreement made between the postal undertaking and the user for the urgent transfer of one or more postal items. The agreement states the terms and conditions on which the postal undertaking assumes the movement of the postal item.
Interconnection	The physical and logical connection of telecommunications networks of the contracting parties in order to provide users with the ability to communicate with each other or with users of a third party, or in order to have access to services provided by a third party.
Interference	The result of an unwanted action due to one or more transmissions, radiations or inductions during reception to a radio system, demonstrated as any fall in performance, wrong interpretation or loss of information, which would have been received had this unwanted action not taken place.
Long-Run Average Incremental Cost (LRAIC)	It is the cost difference between the total provider cost and the cost that the provider will have when providing all of its services except for the specific service.
Long-Run Incremental Cost (LRIC)	The long-run incremental cost of a service is the cost difference that results from the total cost of a provider when excluding all offered services cost except for the specific service. It is one of the main approaches for cost calculation (Costing Models).

Market Failure	The lack of effective competition in a market.
Mobile Service	Radio service between Mobile Stations and Land Stations or between Mobile Stations.
National Incoming Traffic	The total traffic terminating to a Provider network, originating from the networks of other domestic fixed or mobile telephony Providers.
National Outgoing Traffic	The total traffic originating from a Provider network, terminating to the networks of other domestic fixed or mobile telephony Providers.
National Radio Frequencies Registry (NRFR)	Database including all radio frequencies assigned at national level.
National Voluntary Accreditation Scheme	The regulatory framework and procedures which specify the method of accreditation and the level of services provided by Electronic Signature Certification Service Providers (CSP) wishing to be accredited by EETT. Moreover, it refers to the operating framework, the procedures and requirements to be met for the identification of bodies providing Voluntary Accreditation (VA) to interested CSPs.
Non-geographic Numbers	All numbers except geographic ones, namely the numbers whose prefix does not denote the geographic location of the holder.
Number Portability	The option provided to consumers to maintain their telephone number when changing Provider.
Premium Rate Service	A call with charge higher than the maximum charge for the other geographic numbers in the country. Part of the increased charge is incurred by the called party which has been assigned the specific number.
Private Accreditation Authority	The hardware/ software and the necessary infrastructure for the issue and management of certificates that are exclusively used for the internal needs of an organization.
Qualified Certificate	Electronic certificate which connects electronic signature data with a person and verifies identity. Moreover, it is issued under particular circumstances in order to be equally valid with standard signature.
Radio and Telecommunications Terminal Equipment (RTTE)	See Radio equipment, Telecommunications Terminal Equipment.
Radio Equipment	Equipment which includes transmitter and/ or receiver and provides communication through radio waves with the use of spectrum.
Radio Location	The identification of the location, speed and other characteristics of an object with the assistance of radio electric wave dissemination properties.

Radio Service	A service including transfer, transmission and/ or reception of radio waves for special telecommunications purposes.
Reference Interconnection Offer (RIO)	The reference document used as a basis for the Interconnection contract among OTE and other Providers. This document is released by OTE and approved by EETT.
Reference Unbundling Offer (RUO)	The reference document used as a basis for the contract signed for LLU provision by OTE to other providers. This document is released by OTE and approved by EETT.
Retention Fee	It is related to calls originated from the telephony network of Provider A and terminated to the network of another Provider B (fixed or mobile). In these cases, the retail price charged by Provider A consists of two parts. The first is the call termination fee, as specified by Provider B and paid by Provider A to Provider B. The other part is a fee corresponding to the transfer cost of the call to the network of Provider A (up to the interconnection point). This specific part of the charge, retained by Provider A, is the retention fee.
Satellite Services	Services whose provision is based in whole or in part on the installation and operation of earth satellite stations networks. These services include, as a minimum, radio link via earth satellite stations with the space part (uplinks) and radio link between the space part and earth satellite stations (downlinks).
Secure Devices	Hardware owned exclusively by the person signing electronically and through which the uniqueness and the secrecy of the electronic signature are ensured.
Shared Access Service	A call whose cost is shared between caller and called, given that the charge does not exceed the maximum normal charge of a national call.
Significant Market Power (SMP)	An enterprise is considered to hold a Significant Market Power (dominant position), when it is holding financial power which enables it to operate to a great extent independently from the competition, the customers, and the consumers. (either individually or in collaboration with other enterprises).
Special Postal Items Special -Track and Trace- System (PISTTS)	Information system for the tracking and tracing of postal items.
Special Urgent Dispatch of Postal Items	The dispatch of postal items with special handling, time and delivery characteristics, which are offered to users (of postal services) to meet their needs.
Telecommand	The use of telecommunications for the transmission of signals with the aim to operate, modify or terminate the operations of a device from a distance.
Telecommunications Terminal Equipment	Equipment intended to be connected directly or indirectly by any means whatsoever to telecommunications networks (mobile telephony networks, public