

#### 4.9. Goals

EETT has set the following goals for 2005 regarding the telecommunications sector:

- To develop the markets of electronic communications networks and services as well as to increase the penetration of broadband services. Towards this direction, emphasis will be given on the adaptation of the existing regulatory framework to the requirements of the new national legislation that will be adopted in 2005 following harmonization with the new European legislative framework. In addition, the monitoring role of EETT for the timely identification and management of arising issues is of significant importance.
- To safeguard the access for all consumers to a great range of communication networks and services. In this context, an ongoing concern is the provision of all services, including the US, according to the specifications that have been in force and the completion of the National Contingency Plan.
- To continue the provision of adequate information to consumers as well as to further improve the management procedure for processing requests/complaints and the undertaking of measures to resolve issues to the immediate interest of consumers.

