

Public Telephones

Regarding this issue, EETT was concerned about the refusal of the USP (i.e. OTE) to provide connections for the installation of public telephones by alternative providers. In this context, EETT held a Hearing of the USP in February 2004 and ascertained²⁸ that it was violating the telecommunications legislation and the law on competition. As a result, EETT imposed a fine of € 15,000 and invited the USP to avoid any actions that are not in line with the provisions of the telecommunications legislation.

4.6. Monitoring of the Telecommunications Market

EETT's actions in 2004 regarding the monitoring of the Greek market were focused on two directions. The first one was related to the collection, processing and analysis of data on the progress of the telecommunication market while the second was related to the gradual development of the organizational and technical infrastructure for the effective monitoring of the telecommunications sector. The importance of those mechanisms is highlighted in view of the new Regulatory Framework on Electronic Communications and the obligations arising regarding the analysis of individual markets in the sector for SMP evaluation.

EETT continued in 2004 to collect data from the telecommunications services providers with the use of detailed questionnaires and to assess the quality of provided data. These data formed the basis of EETT's contribution to the preparation of the European Commission annual report. Furthermore, the data were used for the provision of information on the evolution of the Greek electronic communications market to national and international bodies (i.e. the Ministry of Transportation and Communications (MTC), the EU Statistical Office (Eurostat), the Organization of Economic Cooperation and Development (OECD) and the

International Telecommunication Union (ITU)).

In addition a significant step towards the implementation of the necessary infrastructure for the monitoring of the market is the development of a database application (see subsection 8.3.1.) for organizing, processing and monitoring the data submitted by telecommunications providers to EETT.

4.7. Organization Plan of the Telecommunications Directorate

In 2004 an internal study was performed, on the "Organization Plan of the Telecommunications Directorate". The goal of the above project was to record the existing situation and optimize the organization of the Telecommunications Directorate of EETT, given the implementation of the Organizational chart and the undergoing recruitment of new staff.

In more detail, this study included:

- The operations and activities of the Directorate.
- The necessary organizational systems and means for carrying out these operations (regulations, procedures, standard forms, etc.).
- The information archives (electronic or physical) which are managed or are accessible by the Directorate for the effective performance of its operations.
- The organizational structure of the Directorate and the job description of each position, including the mission, the ranking framework, the main duties and the necessary qualifications of each personelle position.

For each organizational system and for each archive, the organizational unit is recorded together with the status (i.e. the improvements that may be necessary for their effective application and use). Finally, a specification of priorities and planning for the implementation or the integration of the organizational means and files is made.

²⁸ EETT Decision 325/269/30-07-2004.