



Introduction



Electronic Communications Sector

In 2007, EETT focused its actions on two basic keystones: (i) broadband growth in Greece and (ii) safeguarding the sound competition, as well as protecting consumers rights.

Towards that direction, broadband continued to be one of the basic priorities of EETT and the co-ordinated interventions of the latter contributed to further strengthening the market and boosting the competition. It is worth mentioning that, 2007 was inaugurated as Broadband Year by the Greek Prime Minister, Mr. K. Karamanlis, a fact that reflects the emphasis laid upon the digital growth of Greece by the state.

The new Reference Offer for Local Loop Unbundling (LLU) set the basis for the development of effective competition in the broadband market, as well as to the broader market of Electronic Communications. At the same time, the Reference Broadband Offer (RBO) created the appropriate conditions for the competitive rendering of retail broadband services.

Significant progress was also made regarding the Rights of Way, Installation and Operation of Electronic Communications networks. Specifically, EETT, having registered the market's views, submitted a Proposal to the Ministry of Transport and Communications (MTC) for the issue of a Joint Ministerial Decision (JMD). The issue of this JMD is expected to facilitate the investments in the broadband market.

EETT proceeded to further actions for the promotion and the sound operation of competition in Electronic Communications networks and services. Under this scope, it approved OTE's new Reference Interconnection Offer (RIO) and also, imposed sanctions on operators of Electronic Communications for infringing the current legislation and not abiding by the competition rules on LLU and Carrier Pre-Selection issues. Furthermore, an important action for the market was the completion of the 2007 cost audit in time and the publication of the cost-audited invoices for the regulated services.

EETT, within the boundaries of its regulatory role, completed the competition market analysis for the individual markets of Electronic Communications and acted accordingly for the adaptation of the secondary legislative framework to Law 3431/2006, which is a part of the general effort for the harmonization of the Greek legislation to the European Regulatory Framework.

At the same time, it set the issues for the protection and information of the consumers on a high priority level. In co-operation with the operators of Electronic Communi-

cations, EETT approved the Code of Practice for Carrier Pre-Selection and also, completed the necessary actions for the issue, within 2008, of a Regulation regarding the Quality Indicators of Electronic Communications. The reduction of the mobile and fixed termination rates and the International Roaming rates resulted in significant benefits for the consumers.

Additionally, EETT during this year assessed the complaints filed by consumers in order to detect issues that called for its intervention and proceeded to regulatory and monitoring actions for ensuring consumers' rights. It also carried out audits on sector operators in order to safeguard the observance of the legislation and their obligations towards the consumers. Finally, it conducted an important number of information campaigns aiming at the sufficient briefing of consumers on subjects that concern them directly, such as the broadband Internet and the quality of Electronic Communications services.

The important progress of Greece is corroborated by the conclusions of the 13th Report of the European Commission. The Report makes reference to EETT's work regarding the implementation of the Law on Electronic Communications and the issue of the anticipated secondary legislation. The work done by EETT is characterized as successful and the main emphasis is put on the rapid growth of the Greek broadband market, the promotion of Physical Collocation and the fast growth of LLU.

Radio Spectrum Sector

2007 has been essentially the first year of the full enforcement of the new regulatory framework for radiofrequency spectrum issues, in accordance to the provisions of Law 3431/2006. Specifically, EETT completed all the necessary Regulations and the foreseen Proposals to MTC for the issuance of Ministerial Decisions (MD).

In the same context and following a preset goal, EETT successfully incorporated the new regulations in the daily work for spectrum management –licensing, monitoring, and inspection- and impartially continued to meet the increased market needs. The new framework removed the administrative constraints applicable in the past, leading to increased access capabilities for more spectrum users. At the same time, the conversion of the majority of Individual Licences granted to operators of Electronic Communications networks or services to Radiofrequency Rights of Use was completed.

Furthermore, in order for the antenna construction licensing framework to become more effective, EETT ela-



borated Proposals to MTC regarding the definition of a special licensing procedure and the licensing exception of special types of antenna constructions that are characterized by low transmission level of electromagnetic energy.

EETT has also been assigned new responsibilities in relation to the granting of Radiofrequency Rights of Use to TV stations. In order to exercise its responsibilities, EETT carried out a Public Consultation, the completion of which will lead to the issue of the related Regulation.

Among the goals set for 2007, was the more efficient exercise of its spectrum management and monitoring responsibilities. Towards that direction and taking into consideration the problems of the last years, EETT took actions for the inspection and licensing of fixed links all over the Territory. Within the same framework, the recording of the operating private stations and the imprint of their installations in Broadcasting Centres continued, aiming at the consequent removal by the responsible parties of the illegal containers from the Broadcasting Centres that constitute a shelter for illegal broadcasts.

At the same time and in co-operation with the co-responsible Authorities, EETT carried out a considerable number of operations for the closure of illegal stations, in order to avoid interferences and establish legitimacy. Emphasis has also been laid upon the location and elimination of interferences in the spectrum used by services related to the safety of human life and by state security networks and emergency services.

Furthermore, EETT continued the intensive inspections for the location of illegal antenna installations. In parallel, EETT carried out information actions for public, on wireless communications, antenna issues and the rational use of wireless devices.

Targeting the optimum spectrum monitoring and inspection, EETT studied and prepared a plan for the operational opening of regional monitoring offices, since for the time being the coverage of the entire Greek Territory takes place in Athens and Thessalonica Offices.

Furthermore, EETT handled the assignment and monitoring of the Radiofrequency Rights of Use for international athletic events, the most important of which was the European Champions League.

Finally, as far as the Radio and Telecommunications Terminal Equipment (RTTE) market was concerned, EETT continued the inspections and the sample's investigation aiming at protecting the consumers from illegal apparatus and

avoiding possible harmful interferences. At the same time, it laid out a special procedure for conducting investigations.

Postal Services Sector

EETT, according to the management plan, conducted a qualitative study regarding the characteristics of the Greek and the European Postal Services markets, in collaboration with an independent agency, in order to complete the revision of the current regulatory framework for General Authorizations and Individual Licences. Special emphasis was laid on the qualitative, financial and social characteristics that a Universal Service (US) must have in a fully liberalized market. The data and the conclusions of the study along with the results of a respective Public Consultation, will be used for the implementation of the new regulatory framework in 2008.

During 2007, EETT conducted a series of information seminars in Athens, Thessalonica and Patras, aiming at informing the Postal Services market about the proper implementation of the legal framework and the special role of EETT as the National Regulatory Authority (NRA) in the Greek Postal Services sector:

EETT proceeded with its supervisory work, conducting scheduled and unscheduled investigations (autopsies) of Postal Service providers, as well as of Universal Service Provider's (USP) premises. These supervisory actions aimed at eliminating the illegal postal activity and rendering quality services to consumers.

Furthermore and regarding the measurement of the quality indicators for the provided Postal Services, EETT determined the speed and the credibility of A' Priority Domestic Mail distribution by the USP. Respectively, the quality measurements of Incoming/ Outgoing International Mail of A' Priority were carried out by the International Postal Corporation (IPC).

During 2007, EETT worked with the USP for the design and the implementation of a new cost accounting system. This particular action aimed at the adoption of a more flexible, transparent and reliable cost accounting context.

Finally, EETT proceeded with monitoring the Courier Services sector in terms of volumes, revenues, infrastructure, dispute resolution with consumers, as well as an estimation of market trends for the following three years.

European and International Collaborations

In 2007, EETT continued its multifarious activity in the field of European and international collaborations.

EETT's activities at a European level, contributed to the development in the sectors of Electronic Communications and Postal Services. EETT participated actively in the work of the European Regulators Group (ERG) and hosted in Athens the Plenary Meeting of the 25 ERG Presidents. Also, it contributed to the writing of the 13th Report of the European Commission by generating the necessary data for the Electronic Communications market in Greece. At the same time, EETT followed closely the developments in the European Postal Services market by participating in the Plenary Meetings of the Comité Européen de Réglementation Postale (CERP). Also, it continued to co-operate closely with other official European committees in all the fields of its competence.

Equally active was EETT's international presence through the conclusion of bilateral co-operations and participation in conferences and formal meetings. It participated in the Independent Regulators Group (IRG), as well as in the World Radiocommunication Conference 2007 that was held by the International Telecommunication Union (ITU). Finally, EETT took part in the 2nd Euro-Mediterranean Meeting, where it contributed to promoting co-operation among the NRA in the Mediterranean region.

Other Actions

In 2007, EETT improved its internal organization and operation. Specifically, the procedures for the recruitment of 16 new staff members, who will significantly bolster its workforce, were completed. At the same time, EETT promoted the education and training of its personnel.

Throughout the year, EETT continued its efforts to upgrade its operation and enhance its effectiveness. Towards this direction, EETT put into operation all the subsystems of its Integrated Information System (IIS), which is a project of strategic significance and is expected to upgrade the services provided by EETT. As part of this project, the reorganization of the operational procedures of the Central Registry, combined with the operational beginning of the IIS relevant application were of great importance.

Moreover, EETT continued implementing its projects that had been included in the Operation Programme of the Information Society (OPIS) of the 3rd Community Support Framework (CSF III).

Finally, EETT focused on upgrading its website services. Some of the main actions were the creation of special thematic sections on its website and a new website especially dedicated to broadband. These two websites have been under continuous update and improvement aiming at serving as useful means of communication and information.

In the following chapters, there is a detailed description by sector, of EETT's actions in 2007. The provided information corroborates the positive results that were brought about by its interventions in the markets of Electronic Communications and Postal Services, as well as the benefits for the consumers.

