



**Image 3: Mobile Monitoring Stations**

For the full exploitation of each NSMMS subsystem, EETT performed a number of intensive measurements in order to imprint current spectrum use, timely deal with illegal broadcasting and ensure coverage of increased requirements of spectrum Olympic users. The FMS recorded the spectrum on a 24-hour basis, under the surveillance of the EETT staff and in parallel, special units with the Mobile Monitoring Stations and the portable monitoring stations monitored and performed measurements at all Olympic facilities and adjacent areas on a daily basis.

### **3.3. Planning for Telecommunications Emergencies**

The increased demands of the Games, the particularity and the critical nature of telecommunications for successful hosting, brought telecommunications providers before extremely significant challenges, especially as regards uninterrupted provision of high-quality telecommunications services, both for the needs of organization of the Games and visitors' needs, in parallel with the provision of equally high level of services to the remaining consumers.

EETT, in order to meet the above challenges, prepared an Emergency Operational Plan, for the

coordination of the necessary actions. The Plan provided for the set up of Working Groups with representatives of all providers involved and EETT, the primary goal being communication and provision of mutual information in case of problems. According to the Plan, the representatives of those Groups should be standby on a 24-hour basis throughout the Games, in order to immediately and efficiently deal with any problems. Moreover, the Plan provided for cases of problems with the involvement of more than one providers or other institutions and the method of resolution, and it also specified the role of EETT for the coordination of all sides.

In parallel, EETT proceeded to a number of contacts with all telecommunications providers involved, aiming at ascertaining preparation and timely dealing with any problems at that stage. The most important problems faced were related to malfunctions in collaboration of providers -such as delays in orders of telecommunications infrastructures-, as well as delays due to bureaucratic procedures during the installation of telecommunications infrastructures.

The suitable preparation of providers, but also the implementation of the Emergency Operational Plan resulted in the uninterrupted operation of telecommunications networks during the Games.

### **3.4. Regulating the Operation of Postal Services**

In order for the market of postal services to respond to the increased mail traffic during the Games, EETT took the following actions:

- In collaboration with ATHOC 2004, EETT saw that postal undertakings operating in Olympic cities were granted access permits to CPZ and CETZ. These permits enabled access for the provision of postal services to users inside and outside CPZ and CETZ by all licensed undertakings.

- EETT was briefed by postal undertakings about the measures they were willing to take for dealing with additional requirements arising during the Games and monitored the implementation thereof. Subsequently, for the better service of users-visitors, EETT published on its website the relevant information as well as a list with full details of the undertakings operating in Olympic Cities and Municipalities.

The actions taken by the undertakings for guaranteeing smooth operation of the postal market during the Games can be summarized as follows:

- Organization of special sorting, forward and distribution procedures for mail items, in order to respond to increased demand and to requirements for safety both for the venues and mail.
- Special care for the secure and timely transfer of items that were significant for the Games, such as doping test samples, films, etc.
- Establishment of special transaction hours at critical points, as well as at courier branches adjacent to Olympic facilities.
- Enhancement of human resources by recruiting seasonal staff.
- Enhancement of users' communication lines and extension of operating hours for the Customer Service Departments.

### 3.5. Coordination with other Organizations

For the successful performance of the Games, EETT was in continuous collaboration with the following organizations:

- ATHOC 2004: Collaboration on a daily basis with the ATHOC 2004 Technology Division for the identification of procedures to be followed, separation of duties and review of ATHOC 2004 and accredited users requests. The effective collaboration with members

of ATHOC 2004 limited response time to minimum. It should be noted that ATHOC 2004 had increased needs in radio frequencies, mainly at the opening and closing ceremonies, but also for the support of works throughout the Games. For the coverage of specific needs, EETT, in collaboration with OTE, CAA, associations of radio amateurs and the Armed Forces, assigned frequency bands temporarily to ATHOC 2004, which had been allocated to the above users.

- International Olympic Committee (IOC): EETT participated in the ordinary monthly meetings with IOC, in the framework of Technology Monthly Project Review meetings organized by ATHOC 2004. At the meetings, EETT presented the progress of its works and the implementation of the Radiocommunications Operational Plan.
- OGSD: EETT held a number of meetings with OGSD representatives and other security forces in terms of satisfying their requests for the provision of radio frequencies for the needs of the Games, and also on issues of collaboration at operational level. The frequencies assigned for use by various systems of the C4I (Command, Control, Communications, Computers and Intelligence) security support project, contributed to the safe performance of the Games. Many of the project systems remained in use also after the end of the Games.
- Olympic Games Radio Spectrum Working Group: EETT continued in 2004 its active participation in this Group, where ATHOC 2004, the MTC, OGSD, the Ministry of Press and Mass Media, Athens Olympic Broadcasting (AOB), the National Radio-Television Council (NRTC) and main spectrum users in Greece, such as the Armed Forces, CAA, ERT and OTE also participated with representatives. The main goal of the Group was to resolve radio spectrum availability problems to meet the needs of the Games and also to settle organization and coordination issues.