

8.4. Website



Image 12: EETT's website

EETT's website (www.eett.gr) was enriched in 2004, especially regarding EETT actions to inform consumers. A new Section "Consumers" was created (see Section 2.1.) for the provision of information to consumers about their rights, obligations and options available, as well as the facilitation of the submission of enquiries/ complaints. This Section also includes a special presentation of fixed and mobile telephony tariffs (see subsection 2.2.6.).

Another new subsection of EETT's website is the "Social Responsibility of Companies", showing the social actions undertaken by telecommunications providers (see detailed presentation in page 194).

Other EETT actions which were supported by its web site are Public Consultations in relation to:

- The project of Domain Names Registry holding the [.gr] suffix.
- The assignment of Domain Names holding the [.gr]

suffix with the use of non-Latin characters, and the existing assignment procedures.

- The operation and use of GSM-Gateways in the telecommunication market.
- The imposition of regulatory obligations in the market of call termination to mobile networks.
- The use of W-LAN technology for the provision of services to the public in Greece.
- The arising problems and/ or issues of Carrier pre-selection in the market.

The efficiency of EETT's website is demonstrated by the number of visits, which exceeded 260,000 showing an increase of about 30% compared to 2003. Chart 90 shows the extent of visits compared to 2003 on a monthly basis.

Chart 91 shows an analysis of visits to the Sections of the website. The highest number of visits, as was the case in previous years, was demonstrated in the

Chart 90

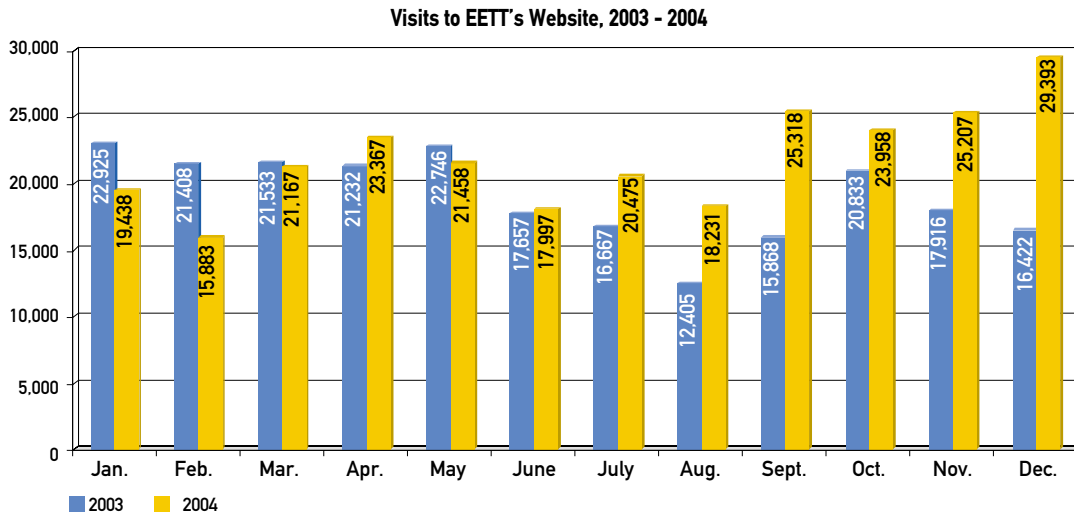
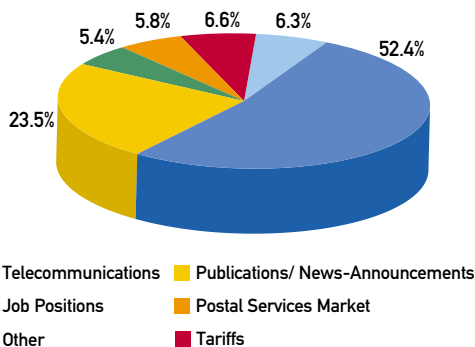


Chart 91

Analysis of Visits to EETT's Website, 2004



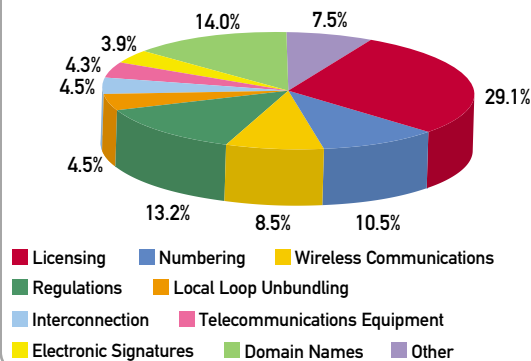
Sections of "Telecommunications" and "Publications". It is worth noting the visits to the website Sections presenting fixed and mobile telephony tariffs. It should be noted that even though these sites were released in April 2004, the extent of visits stood at 6.6% of the total website traffic.

Chart 92 presents the visits to the Telecommunications subsections which attracted most of the public interest. The Licensing subsection demonstrated the highest number of visits, as in previous years. Also, the Domain

Names holding the [.gr] suffix attracted a significant number of visits, mainly due to the changes made to the relevant regulatory framework, but also due to the publication of Registrants details.

Chart 92

Telecommunications Section: Analysis of Visits



Presentation of Telephony Tariffs

EETT's website enables the comparative presentation of the tariffs for fixed and mobile telephony (Section Consumers/ Presentation of Telephony Tariffs). The updating of the website is ongoing and depends on

the changes to the providers' tariffs. The aim is to provide sufficient and valid information to consumers, given the large number of providers operating in the market and the accordingly large number of offered tariff plans.

Through the website, EETT aims at providing ongoing information to consumers about issues concerning the selection and use of telecommunications services, emphasizing on fixed and mobile telephony.

The presented tariffs (see subsection 2.2.6.) are only related to domestic users, while comparison is made separately for the mobile and fixed telephony.

Social Responsibility of Telecommunications Providers

The actions composing the social profile of telecommunications providers are hosted on EETT's website as of March 2004, in a special Section, under the title "Social Responsibility of Companies".

This subsection presents in detail the initiatives of providers in telecommunications, which extend beyond their core business activities and aim at their contribution to society and the promotion of culture. More specifically, the actions related to the following fields of social activity are presented:

- Health (blood donation, measurements of electromagnetic radiation, etc.).
- Environment (recycling, energy saving programs, etc.).
- Science (sponsorships to research programs, organization of conferences, awards to scientific research, etc.).
- Education (scholarships, sponsorships to educational conferences, etc.).
- Child (e.g. financial support to associations-clubs for children).
- Special Social Groups (e.g. special programs for disabled persons).
- Culture (sponsorships to fairs, festivals, performances, etc.).
- Sports (sponsorships to athletes and sports events).
- Local Community (financial support to schools in isolated areas, sponsorships for cultural events in the Greek region, etc.).
- Society and Economy (volunteer programs, contribution to the financial growth of Greece).

EETT's goal, through the promotion of social activities, is to motivate the providers, so that the subsection of "Social Responsibility of Companies" is continuously enriched with new initiatives reflecting the human-oriented character of the telecommunications sector.