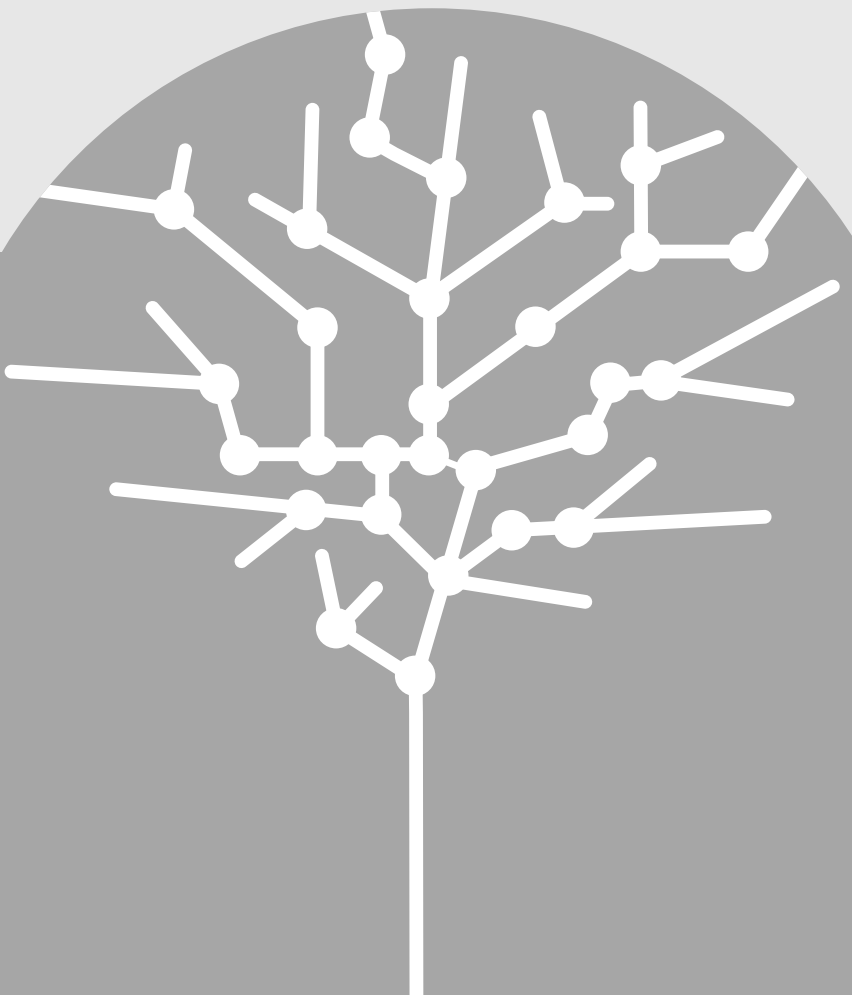


# INTRODUCTION



## Introduction

The primal priority of EETT for 2004 was to contribute to the successful conduct of the Olympic and Paralympic Games in Greece. In parallel, EETT continued its multiple regulatory and monitoring work, on the basis of establishing competition in the telecommunications and postal market and of meeting the needs of consumers as regards quality and price of the provided services. A brief summary of the major activities per sector, follows in this chapter.

### Olympic Games

The role of EETT in the conduct of the Games was decisive for the successful and safe holding, as well as for the worldwide television and press coverage, through effective coordination and control of wireless systems and securing uninterrupted provision of telecommunications services.

The extensive use of a large number of wireless devices in geographically restricted areas (e.g. Olympic venues) and the increased needs to cover telecommunications networks in order to serve massive attendance of visitors, created large demands in radio spectrum and increased risks of interferences. Subsequently, cautious planning and organization were required to meet the needs of users and ensure the clearance of the radio spectrum.

In this light, EETT proceeded to the following actions:

- Made a detailed listing of needs and saw to the provision of additional bands in the cases where limited spectrum availability was ascertained.
- Particular emphasis was laid on the coordination of available frequencies in order to avoid harmful interferences, ensuring the smooth operation of the systems and at the same time meet new needs of users, even during the Games.
- Designed and utilized -for the first time in Olympic

Games- a special internet application, aiming at the fully electronic submission, monitoring and processing of requests.

- EETT was monitoring the radio spectrum, on a permanent basis, especially at the Olympic venues and the wider area of Attica, exploiting the advanced capacity of the National Spectrum Management and Monitoring System (NSMMS) to ensure immediate response to any interference.
- Conducted a sampling control of the radio equipment to be used at Olympic venues, aiming at ensuring compliance with the provisions of the relevant radio frequency assignment licence.
- Elaborated an Emergency Operational Plan on the coordination of necessary actions for the uninterrupted supply of high-quality telecommunications services to users, and took proactive actions for the dissuasion of problems during the provision of those services.
- Proceeded to the necessary actions in order to ensure that users needs in postal services of the sector are met by all undertakings.

### Telecommunications Sector

EETT's actions in recent years (2001-2004) contributed to the establishment of competition in the telecommunication market, a fact that is reflected in an ensemble of indicators on market progress for 2004. The results of alternative providers and of the market shares they hold in traditional telephony are a characteristic example. Interventions both at regulatory and monitoring-controlling level are critical components in this course.

Developments in the international and national level render it clear that the growth gear of the telecommunication market and a source of income/profitability with increasing significance, is the provision of new added value services, mainly in

mobile telephony and data services and secondly in traditional telephony. This turn was made identified in 2004 in Greece too. Mobile Telephony Companies (MTC) focused on the provision of new services such as Multimedia Message Service (MMS) quadrupled within a year. Moreover, the largest fixed alternative providers turned their interest to new services, such as free of charge, shared and additional charge calls, while at the same time they have been actively involved in the provision of broadband access and services.

The anticipated new Law on telecommunications to harmonize Greek legislation with the new Regulatory Framework of the European Commission is expected to constitute a decisive factor for the further growth of the market.

Responding to the aforementioned developments and the market needs and on the basis of the existing legislative framework, EETT has proceeded to regulatory and monitoring interventions aimed at promoting and ensuring fair competition in telecommunications networks and services. High priority was given to Interconnection issues and especially in the reduction of termination fees to mobile telephony networks and ensuring Interconnection services related to non-geographic numbers. Particular importance was also placed on the implementation of the regulatory framework with regards to the provision of Leased Lines by OTE, that is the operator with Significant Market Power (SMP), the dealing with issues which arose in the implementation of Carrier Pre-selection, the promotion of Number Portability and finally the control and definition of the cost of OTE and MTC services that are under relevant regulation.

In parallel, EETT proceeded to market analysis for call termination to mobile networks and the communication of the relevant results to the European Commission, in the context of EETT's

preparation for the prompt implementation of the new European Regulatory Framework and the adoption of the suggested relevant regulatory obligations immediately after the passing of the new Law on telecommunications, an initiative which was endorsed by the European Commission. Moreover, EETT launched the project for the analysis of the remaining individual markets and continued the realization of the project which had started in 2003 for the collection of data from the Greek telecommunication market which will facilitate the analysis of the aforementioned individual markets. Finally, the necessary Information Technology (IT) infrastructure was developed for the control and utilization of that data.

In 2004 EETT, acknowledging that Greece lags behind the other member states of the European Union (EU) and despite EETT's limited competences due to the non transposition of the new European Regulatory Framework in Greek law, it has particularly emphasized on the development of access markets and broadband services, especially dealing with issues and promoting Local Loop Unbundling (LLU) and ADSL Access. The positive results of these actions are reflected in the significant increase of LLU and ADSL connections during the second semester of 2004, which demonstrates the market's interest.

At the same time, the actions to promote the Internet were continued, with the launch of the Registrants-Registrars- Registry scheme for the assignment of Domain Names holding the [gr.] suffix and the integration of the regulatory framework for the implementation of Voluntary Accreditation (VA) of Certification Service Providers (CSP).

EETT also proceeded to actions in order to deal with consumers' problems and inform them about the provided telecommunications services. The most important ones were the information campaign about Number Portability, the comparative presentation of

telephony tariffs on EETT's website and the actions to deal with delays on the issue of a Comprehensive Directory which will include all registered fixed and mobile telephony numbers. Moreover, significant were the actions for the calculation and publication of quality indicators for telecommunications networks and services and the preparation of action plans to deal with emergencies which might arise in telecommunications networks.

### **Radio Spectrum Sector**

Radio spectrum is a national resource of decisive importance for the provision of modern telecommunications services. It is a scarce resource given that the total of frequencies that can be assigned to a specific geographic region is finite. Therefore, the method of disposing and the terms of its use are particularly important to ensure optimum utilization and maximization of users' benefits.

The primary goal of EETT for the year 2004 was, as already mentioned, the provision of a secure and reliable radiocommunication environment during the Olympic and Paralympic Game.

In parallel with the support of the Games, EETT reinforced its mechanisms for the integrated management and effective spectrum monitoring. EETT's task was particularly supported by the integration of the NSMMS in its operations. Using this advanced system, EETT reformed and optimized the frequency assignment criteria, in order to ensure high quality of services and improve spectrum availability. It also upgraded the operation of the National Antenna Mast Construction Registry (NAMCR) for the efficient management of antenna systems in the cases of collocation of two or more providers in the same antenna construction.

Also, the NSMMS significantly enhanced the EETT spectrum monitoring capabilities, given that

transmissions control is enabled over a wide range of frequencies. The new monitoring equipment was integrated in the EETT operations and was fully commissioned immediately. Consequently, the response time to complaints for interferences was significantly reduced and the performance of an ensemble of controls throughout the Greek territory was made possible. Particular importance was placed to the protection of Civil Aviation Authority (CAA) frequencies from radio broadcasts.

In parallel to the above, EETT proceeded to the necessary actions to ensure the use of legitimate equipment. More specifically, it specified and published the appropriate technical characteristics for placing on the market and use of radio equipment in our country. It also communicated the interfaces of telecommunication providers, so that every equipment manufacturer could manufacture terminal equipment which can be connected and effectively used on any public telecommunications network.

### **Postal Services Sector**

In the area of postal services, EETT focused in 2004 on the implementation of the new Regulatory Framework, the monitoring and control of the postal market, as well as the securing of consumers' rights.

More specifically, the new Regulations on General Authorizations and Individual Licences, which had been issued in 2003, came into force and created a more effective and flexible activity framework for postal undertakings. These Regulations established quality rules, both for Courier services and the deregulated Section of Universal Service (US), aiming at ensuring market operation in a healthy competitive environment to the benefit of consumers.

During the year, EETT particularly focused on postal market monitoring, by performing regular controls on postal undertakings holding a General

Authorization. In addition, controls were intensified for the identification of undertakings which illegally provided postal services, namely without holding the required General Authorization or Individual Licence, were intensified. In the cases of undue provision of postal services or illegal activity, hearings took place and the provided administrative sanctions were imposed.

EETT also focused on resolving consumers' complaints. In particular, it handled a significant number of issues/ cases, investigating their causes and intervening, in collaboration with the postal undertakings and the Universal Service Provider (USP), towards their amicable resolution.

Finally, having as a main concern to secure consumers' rights, EETT continued measuring US quality, provided by the USP, aiming at the improvement of provided services.

#### **European & International Partnerships**

The main goal of EETT for international relations during 2004 was to participate in the formation of regulatory developments, mainly at a European level, to continue good collaboration with the European Commission, and present its experience and work at international fora.

To this end, EETT collaborated with the other members of the European Regulators Group (ERG) to the adoption of a common position as regards the suitable regulatory obligations which may be imposed on providers by National Regulatory Authorities (NRA), on the basis of the new Regulatory Framework, which was published in April 2004. Also, in the context of the particular Group, EETT participated in the opinion-giving on the revision of the European Commission (EC) Recommendation of 1998 on accounting separation and regulatory cost-accounting, while it took action, together with all European NRAs in identifying the appropriate regulation in the wholesale market of international roaming.

The general collaboration with the European Commission continued in 2004, with EETT participating as an expert in relevant telecommunications, spectrum and post groups and contributing to the 10<sup>th</sup> Report on the Regulations and Electronic Communications Markets in Europe.

EETT also proceeded to the presentation of its experience and position in spectrum management and telecommunications regulation issues in a number of regional conferences and bilateral collaborations.

#### **Other Actions**

The particularly high requirements of EETT's work constitute as imperative the effective internal organization and its staffing with highly trained personnel. For this reason, in 2004 EETT placed special importance in enhancing its resources with dynamic staff, able to meet the requirements of its role.

Also, the internal organization and regulatory work of EETT was significantly facilitated by IT applications. More specifically, the upgrading of IT support with the creation of new applications (e.g. management of telecommunication market data) contributed to the more effective operation of EETT, while the provision of new internet services (presentation of telephony tariffs) contributed to the provision of ample information to consumers. In parallel with the implementation of applications, mechanisms were developed in 2004 for the monitoring and improvement of information services provided to EETT users.

In the context of the general strategic plan, the Operational Plan for 2004 was successfully implemented, while the strategic goals and actions for the years 2005 - 2007 were set. EETT's participation in the Operational Program "Information Society" (OP-IS) under the 3<sup>rd</sup> Community Support Framework (3<sup>rd</sup> CSF) was also important.

The following Chapters present EETT's actions per sector. In parallel, quantitative information is provided, which confirm the positive results of EETT's interventions in

individual sectors on the one hand, and the development demonstrated by telecommunications and postal services markets in Greece in 2004 on the other hand.