



## Introduction

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### Telecommunications Sector

For the year 2006 the actions of EETT focused on four points: i) the complete harmonization of the Greek legislation with the European regulatory framework, ii) the analysis of the relevant Electronic Communications markets according to the new European framework, iii) the further development of the Electronic Communications market, with emphasis on broadband services and iv) the protection of healthy competition and interests of consumers.

More analytically, in the beginning of 2006, the new law on Electronic Communications, L.3431/2006 was published, the provisions of which determine the framework for the provision of Electronic Communications networks and services and incorporate the relevant European directives in the Greek legislation. In addition, in the context of adapting the existing secondary regulatory framework to the provisions of the new law, EETT completed the elaboration of the majority of Regulations, that needed to be published, as well as the Recommendations to the Ministry of Transportations and Communications (MTC), in order to achieve the harmonization of the Greek legislation with the new European Regulatory Framework.

In parallel, EETT corresponded with success to the task, set by L.341/2006, of analyzing the relevant Electronic Communications markets. The definition and analysis of all the relevant Electronic Communications markets was accomplished, the suggested draft measures were notified to the European Commission and by EETT Decisions, the regulatory obligations that were suggested by the draft measures, were imposed to the companies with Significant Power in the markets concerned.

EETT has also taken action for the further development

of the Access market and the Broadband Services market. The procedures of Co-locotion and Local Loop Unbundling (LLU) continued their evolutional course and this fact is reflected, on one hand, in the significant increase of the natural co-installation sites and the available loops and on the other hand, in the reduction of the fees of the aforementioned services. The significant reductions of the prices of large capacity wholesale Leased Lines are also expected to have a positive contribution in the growth of the broadband markets.

At the same time, high priority was given in the development of wireless and wired infrastructures. EETT, in its effort to promote the growth of alternative access infrastructures, contributed in the simplification of the licensing procedures for Wireless Networks W-LAN and proceeded to the assignment, through auction, of the only available Radiofrequencies Right of Use in the zone of 3.5 GHz, for the development of Wi-MAX technology networks. Moreover, particular emphasis was given in the definition of the provisions, that regulate the rights of way, given their importance for the development of alternative networks.

EETT has taken action for the promotion and protection of competition in the Electronic Communications networks and services as well as for the safeguard of the interests of consumers. In this context, EETT encountered a series of issues that emerged in the fields of Carrier Pre-Selection and the cost estimating audits of OTE. In parallel, EETT made important steps towards a more effective operation of the certification services for Electronic Signatures and of the Universal Telephone Directory. Finally, EETT organized and carried out audits on telecommunication companies, contributing to the providers' compliance with the legislation in force and generally to the protection of consumers.

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## Radio Spectrum Sector

The main priority of EETT in the Radio Spectrum Sector was to lay down an explicit and flexible framework of licensing and use of the radio spectrum, based on the competences that arise from the new L.3431/2006.

For this purpose, great importance was given in the issuance of the Regulations set in the new Law, so that the procedure of granting radiofrequencies rights of use may become more homogeneous and flexible. In particular, the Regulation on the Use and Granting of Rights of Use minimizes the administrative restrictions that are imposed to the use of radiofrequencies for the operation of an Electronic Communications network under a General Authorisation regime. At the same time, the procedure, the criteria and the duration of the granted rights of use become more concrete. Furthermore, the Regulation on the Terms of Use of Radiofrequencies defines with accuracy the technical terms for the use of individual radiofrequencies or zones of radiofrequencies, in order to make known in advance for which of radio-communications services and with which technical characteristics the rights of use may be granted. In this way, an environment that favors the use of radiofrequencies for the development of new appliances and services is formed.

Concerning the licenses of antenna constructions that are used for the provision of wireless Electronic Communications networks under a General Authorisation regime, with the new Regulation on Antenna Mast Constructions Licenses, the licensing procedure has been adjusted to the provisions of L. 3431/2006, which requires the Approval of Environmental Terms (AET) before the issuance of the antenna construction license. For the full implementation of the new procedure, a Decision of the Ministry of Environment, Physical Planning and Public Works needs to be issued. This decision shall define the context and

specify the procedure of the Environmental Effects Study. It must be noted that, without a flexible framework for the licensing of antennas, the development of new wireless applications and services and the expansion of the already existent may not be accomplished.

In 2006, hardly any antenna license was issued, since it was not possible to acquire, for each application filed to EETT, the necessary AET. As a result, there were important delays in the expansion of the already existent networks and the suspension of new, such as the Wi-MAX networks.

Concerning the granting of radiofrequencies rights of use, there was a diminution of the total annual number of assignments, as it is presented in detail in the relevant chapters that follow, given that, during the provisional period that preceded the issuance of the new Regulation, no rights of use were granted.

In 2006, in the field of spectrum monitoring, EETT focused, on the control of the lawful operation of those spectrum functions that have been known to cause most of the interference problems, a characteristic example of which is the interference of radio and television stations. The audit resulted in the submission to EETT, of applications for the granting of the relevant rights of use. In parallel, after the submission of complaints the audits continued in all the spectrum of frequencies, and so did the on site inspections for the control of the legitimacy of the antennas installed. The actions for the elimination of the interferences in the spectrum that is used in services related to the safety of human life as well as national security and emergency networks (networks of Civil Aviation Authority, Port Police etc.) were also successful. Furthermore, in the frame of fully establishing the legitimacy in the field of Radiofrequencies Spectrum, many important operations of shutting down illegal stations have taken

place, in co-operation with the co-competent authorities.

Finally, during 2006, EETT continued the audits in the market of Radio Equipments and Telecommunication Terminal Equipment (RTTE) and issued recommendations for the circulation of equipment that is not compliant with the legislation in force, aiming to avoid harmful interferences and to protect security and health of users.

### **Postal Services Sector**

In 2006, the Directorate of Postal Services of EETT completed the successful licensing of a significant number of new coming providers in the postal sector, proceeded to a series of regular, unscheduled and remote special audits to already licensed postal companies, while, at the same time, registered the quantitative and qualitative characteristics and the tendencies of the Greek postal market. Having the consumer as a focal point, EETT carried out in 2006, quality measurements of the provision of postal services by the Universal Service Provider (USP) in cooperation with an international company.

Both the regular and the remote special audits that took place in a series of postal companies under a General Authorisation/Individual License, aimed firstly, at detecting the possible provision of deficient postal services to the final consumers and secondly, at examining the compliance of the operation of the company under control with the provisions of the legal regime. The unscheduled audits aimed at the detection of a possible illegal activity. At the same time the total of postal services user complaints was examined. In many cases, the results of the audits and the examination of the complaints led to the process of Hearings, aiming at the resolution of problems, which were discovered in the operation of the market and the imposition of

sanctions in those cases, judged as necessary. To summarize, the goal of the audits was to reassure a healthy and competitive environment for the operation of the market, in favor of consumers.

The quality measurement of postal services, provided to the end users, was also one of the first concerns of EETT in 2006. The quality measurements of 1<sup>st</sup> priority domestic mail continued. These measurements aim at estimating the time of delivery to the final consumer of his personal mail, no matter where it comes from, within the country limits, and at appreciating the reliability of the services of the USP to the residents of the country. Respective quality measurements for the mail are held by the IPC (International Post Corporation). The results of the domestic measurements show an improvement of the Universal Service (US) quality in 2006 in comparison to 2005. Nevertheless, the quality of the services provided in 2006 falls short of the quality specifications, as these are described in the new Ministerial Decision (MD) 28977/81 I/2006 that replaced MD 79293/2000. Besides, the new MD sets the criteria according to which some regions of the country may be excluded from the regularity of provision of postal services by the USP.

Finally, in 2006 EETT continued the follow-up of the courier market with regard to volume, income, infrastructure, recording of ways of resolution of differences with the consumers and the estimate of tendencies of the market for the next three-year period.

### **European and International Collaborations**

In 2006, EETT continued its activity in the field of European and international collaborations. EETT actively participated in the work of the European Regulators Group (ERG) and the Independent Regulators Group (IRG), in the Session of CERP (Comité Européenne de Reglementation Postale) and in other official committees.

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EETT also, contributed in the 12<sup>th</sup> Report of the European Committee, producing the necessary data concerning the Electronic Communications market in Greece.

At an international level, EETT participated in congresses and meetings and concluded bilateral collaborations.

### **Other Actions**

In 2006 EETT continued its actions towards the recruitment of high level personnel. In this frame, a contest for the engagement of 16 Special Scientists, who shall enforce considerably its executive personnel within the first half of 2007, was completed. At the same time strong efforts were made to brief and train the personnel on issues of their specialty and their object of work.

During 2006, the realization of the Integrated Information System (IIS) of EETT began. It is a critical and complicated work that is expected to upgrade the operation and the provided services of EETT. In parallel, EETT proceeded in the reformation of its web site aiming at its upgrade as a functional tool of briefing and communication with the collaborating institutions and the general public.

Also, in 2006 EETT continued the realization of its projects that had been included in the Operational Program for the Information Society (OPIS) of the 3<sup>d</sup> Community Support Frame (3<sup>d</sup> CSF).

In the Chapters that follow EETT's actions per sector are presented more analytically, as well as the information that confirms the positive results of EETT's interventions in the Electronic Communications and Postal Services markets during 2006.

