

Open Internet

The Open Internet refers to the access of end users to all lawful services, content and applications of the Internet as well as the equal and non-discriminatory treatment of content, applications and services by providers of the Internet access services.

The main regulatory framework is [Regulation \(EU\) 2015/2120](#) (in particular Articles 1–6) laying down measures concerning Open Internet access and safeguarding related end users' rights. The key issues determined in this Regulation are the following:

- Reasonable traffic management and exceptions under which discriminatory management may be considered justified.
- Specialized services (e.g. IPTV) and the conditions under which they may be provided separately from the Internet access service.
- Commercial practices related to content, services and applications of the Internet.
- Transparency and provision of information to users.
- Measuring and monitoring the quality of service.

As the National Regulatory Authority (NRA) supervising the electronic communications market, EETT monitors the compliance of providers with the Regulation and cooperates with other competent authorities (e.g. Hellenic Data Protection Authority, Hellenic Consumers' Ombudsman). In general, it promotes continued availability of non-discriminatory Internet access services at levels of quality that reflect advances in technology.

EETT has issued the [National Open Internet Regulation](#) (EETT Decision No. 876/007B/17-12-2018, as amended by EETT Decisions No. 909/002/30-09-2019 and No. 946/017/13-07-2020) which specifies and clarifies specific issues of the EU Regulation.

EETT publishes [annual reports \(available in Greek\)](#) on the status of Open Internet in Greece and submits them to the European Commission and the Body of European Regulators for Electronic Communications (BEREC). The annual reports are based on data collected through [questionnaires \(available in Greek\)](#) filled out by providers.

- [Brief presentation of the National Open Internet Regulation](#)
- [BEREC Guidelines on the Implementation by National Regulators of European Net Neutrality Rules](#)