

Definition of the Content of Universal Service

THE HELLENIC TELECOMMUNICATIONS & POST COMMISSION (EETT)

With regard to:

- a. Law No. 2867/2000 "Organization and Operation of Telecommunications and Other Provisions", in particular articles 1, 2 and 3, par. 14, subparagraph xi and article 8 of same (Government Gazette 273/A/2000);
- b. Presidential Decree No. 181/1999 "Adapting to Directive 98/10/EC of the European Parliament and of the Council on the application of Open Network Provision (ONP) to Voice Telephony and on universal service for telecommunications in a competitive environment" (Government Gazette 170/A/1999);
- c. the fact that the provisions of this present Decision do not create any cost for the State Budget; decides:

Article 1

Objective – Scope of Application

1. The objective of the present Decision is to define a minimum set of quality telecommunication services that should be offered to the public, regardless of their geographic location in the area of Greece, at an affordable price.
2. The present Decision does not pertain to the pricing method used for Universal Service and the potential allocation of cost thereof. The above issues shall be regulated by special Decisions made by EETT.

Article 2

Definitions

Fixed Public Telephone Service: The provision to end users, whose terminals are at a fixed location, of a service pertaining to making and receiving national and international calls, which may include access to emergency services (112), operator subscriber services, telephone directory enquiry services, public pay telephones, services subject to special terms, or special facilities for disabled users and users with special social needs, but shall not include added value services provided through the public telephone network.

Any words or phrases used in the present Decision, that are not defined in the present article, shall have the meaning ascribed to them by Law No. 2867/2000. In the case where a certain definition used in the present

Decision is not referred to in Law No. 2867/2000, the corresponding word or phrase shall be interpreted according to the definition included in the secondary law of the European Union.

Article 3

General Provisions on the Provision of Universal Service

1. The provision of Universal Service is limited to following services:
 - a. A connection to the public telephone network at a fixed location and access to a voice telephony service, which must be of such nature as to ensure that users are able to make and accept local, long distance and international calls and make use of facsimile and data transmission services. Data services must be provided at transmission rates warranting functional access to the Internet at such minimum speed as determined in applicable legislation. The said obligation of the universal Service provider pertains to a user's link to the public telephone network through a single narrowband connection, but does not include Integrated Services Digital Networks (ISDN).
 - b. Telephone directory enquiry service and subscriber directories in printed or/and electronic form.
 - c. Public pay telephones.
 - d. Special measures for disabled users and users with special social needs.
 - e. Operator subscriber services.
 - f. Free access to emergency services by dialing "112" or other emergency numbers.
2. Without prejudice to an express arrangement different from the provisions set forth in the present Decision, all services included in the scope of Universal Service, pursuant to par. 1 of the present article, shall be provided in affordable prices.

Article 4

User Directories and Directory Enquiry Service

1. Subscribers or users are entitled to use telephone directories, either in printed or/and electronic form, covering all the numbers assigned to subscribers. The obligation to publish the above telephone directories shall be borne by the Universal Service provider(s). In case more than one Organizations express interest in publishing the above telephone directories, subject to the terms of the present article, EETT may assign the publication of the relevant telephone directories to one Organization through a tender. The organization required to publish a telephone

directory should submit to EETT for approval the form of the directories it intends to publish no later than two (2) months prior to publication thereof.

2. A telephone directory enquiry service covering all listed subscribers' numbers shall be available to all users, including users of public pay telephones. The obligation to provide the telephone directory enquiry service shall be born by the Universal Service Provider. In case more than one Organizations express interest in providing the above service, subject to the terms of the present article, EETT may assign the provision of the relevant service to one Organization through a tender.
3. All Organizations that assign telephone numbers are required to inform, upon execution of a relevant agreement, their subscribers, including card mobile telephone subscribers, about their right to have an entry in publicly available telephone directories and their right to verify and, if necessary, correct or request removal of that entry. A subscriber shall be entitled to object to his/her being listed in any telephone directory either upon execution of the relevant agreement or at any time he/she wishes to do so. If card mobile telephony subscribers wish to be listed in a telephone directory, they must inform the Organization they are subscribers to in writing. A subscriber may object to the listing of all or part of his/her numbers or personal details or the availability of all or part of his/her numbers or personal details to third parties out of the scope of Universal Service.
4. Organizations that assign telephone numbers to subscribers shall meet any reasonable request for the provision of information that is necessary for publishing telephone directories and the provision of telephone directory enquiry services pertaining to the fulfillment of the above obligations of the universal Service provider. Relevant information shall be made available in a format agreed upon between the parties, under terms which are fair, cost-oriented and non-discriminatory. In case there is a dispute between the interested parties as to compliance with the above, any interested party may appeal to EETT and request an inspection of the cost-orientation and conformity with the rest of the terms included in this present paragraph. An Organization that assigns telephone numbers to subscribers shall have the responsibility to prove its allegations pertaining to the reasonability of the request, the cost-orientation and conformity with the rest of the terms included in the present paragraph.
5. The Universal Service provider, pursuant to par. 1 and par. 2 of this present article, shall follow the principle of non-discrimination in its treatment and presentation of information included in the scope of the above services.
6. In case the Universal Service provider, pursuant to par. 1 of this present article, permits access to the telephone directory on the Internet, it is required to indicate in its Website the number of visitors since the beginning of the year.

7. The information included in the telephone directories or provided as part of the telephone directory enquiry service shall be the minimum necessary and shall include the full name, address and all numbers (fixed, mobile and personal) of the subscribers of all fixed and mobile telephony Organizations. The Universal Service provider may also ensure that e-mail addresses and URLs are included in the above information, upon submission of a relevant request by a subscriber.
8. The Universal Service provider, pursuant to par. 1 of the present article, is required to update the telephone directory at least on an annual basis. The Universal Service provider, pursuant to par. 2 of this present article, is required to update its database immediately upon communication to him of any modification of its data. Organizations that assign telephone numbers to subscribers are required to communicate to the Universal Service provider any modification in their subscribers' data right after being made aware of them.
9. The Universal Service provider in connection with the publication of telephone directories pursuant to article 1 of the present article and the Universal Service provider in connection with the provision of a telephone directory enquiry service pursuant to paragraph 2 of the present article are required to execute confidentiality agreements with the Organizations that assign numbers to subscribers and shall not be able to use the data disclosed to them for that purpose by the Organizations allocating numbers to subscribers for any other reason, in particular for their own benefit or for the benefit of their subsidiaries or other Companies cooperating with them.
10. The Organizations that have significant market power in the voice telephony market are required to provide users with the capability of making calls to the telephone directory enquiry services of another European Union member-state.
11. Without prejudice to the provisions on the protection of competition, the publication of telephone directories and the provision of telephone directory enquiry services by third parties is permitted without the restrictions set forth in the present article regarding the affordability and cost-orientation of prices.
12. The provisions of the present article apply without prejudice to the provisions set forth in applicable law on the protection of personal data and privacy, as well as the protection of databases.

Article 5 Public Pay Telephones

1. The Universal Service provider shall set up public pay telephones that meet the needs of users, both in relation to their numbers and from a geographic coverage point of view.

2. Public pay telephones set up by the Universal Service provider shall ensure the following:
 - the capability of making emergency calls free of charge, without the use of coins or cards;
 - the capability of accessing telephone directory enquiry services, pursuant to the provisions set forth in par. 2 of article 4.
3. If technically possible, the Universal Service provider shall see to it that the set up public pay telephones are able to accept different means of payment, mainly coins, debit and credit cards and prepaid cards.
4. To remove public pay telephones from locations where there is increased traffic of disabled or sick persons, prior approval by EETT must be obtained.
5. The Universal Service provider shall see to it that in the year 2003 at least 0.7 public pay telephones per 200 inhabitants shall operate, 0.6 of them being card telephones. In addition, the Universal Service provider is required to set up public pay telephones at selected locations where there is increased traffic, if users are not served otherwise at the said locations. As an indication, the following locations are given: national roads, Railroad Stations, Airports, Ports and Post Offices. EETT is entitled to make a Decision revising the above criteria pertaining to the number and set up requirements of public pay telephones, pursuant to the present article.
6. In case EETT feels that the needs described in the present article are sufficiently covered in a particular geographical area, it is entitled to make a Decision canceling the obligations imposed on the Universal Service provider based on the present article.
7. In addition to the Universal Service provider, any Undertaking may set up public pay telephones without the limitations set forth in the present Decision.

Article 6

Special provisions for disabled users

1. The Universal Service provider is required, when providing telecommunications services, to take into consideration the needs of disabled persons, by taking such measures as determined hereunder.
2. The Universal Service provider shall make available at cost price terminal equipment for the use of text telephones or other specialized equipment for disabled persons. Any potential repair and potential replacement of defective terminal equipment made available by the Universal Service provider shall be done by the Universal Service provider free of charge for the subscriber, except if the subscriber has provenly abused the terminal equipment.

3. The Universal Service provider, upon application made by a reasonable number of deaf users or users with serious articulation problems, shall set up public pay text telephones at a specific location.
4. The Universal Service provider shall see to it that 60% of the public pay telephones, set up after the present Decision enters into force, are especially designed as to be accessible and usable by persons using a wheelchair.
5. The Universal Service provider shall provide blind persons and persons with serious eyesight problems with the capability of making up to twenty (20) calls per month free of charge to a telephone directory enquiry service. To facilitate the use of telephone directories available in electronic format for blind persons, the Universal Service provider, pursuant to par. 1 of article 4, is required to make the above telephone directories available to such persons in text-only format, in CD-ROM, as well as in its Website. The publisher of telephone directories may do the same regarding professional telephone directories.
6. More specifically, with regard to blind or deaf persons, persons having an over 67% disability level, families of seriously retarded persons, paraplegic persons, quadriplegic persons or persons suffering from cerebral palsy and have an over 67% disability level, as determined by competent Health Committees, a discount shall be made equal to Euro sixteen (€ 16.00) on the total monthly time charging for the use of data transmission services. The above discount shall be provided for one access line only and the discount beneficiary or his/her legal representative shall declare to the Universal Service provider the number of the access line which the discount shall be applicable to.
7. The Universal Service provider shall see to it that disabled persons, as well as special groups of people that are vulnerable when telephone communication is cut off (such as older persons, persons suffering from heart diseases or kidney diseases, etc.) are given priority when their access lines need connecting or fault restoration.
8. The Universal Service provider is required to provide blind persons and persons having serious eyesight problems with the capability of receiving free of charge information about the cost of their last telephone bill by dialing a specific code number. The Universal Service provider shall provide the most suitable and economical alternative scheme for providing blind persons or persons having eyesight problems with a detailed basic list of charges, upon their relevant request. The said alternative scheme, as well as the procedure followed for its implementation, shall be subject to the prior approval of EETT. The basic detailed list of charges, for the purposes of the present paragraph, shall include the following:
 - the dialed number;

- the date when the call was made;
 - the charge made for the call
9. Selective outgoing call barring shall be provided free of charge to blind subscribers and subscribers having serious eyesight problems.
 10. To provide service to deaf and dumb persons and persons having serious articulation and hearing problems, the capability of accessing emergency services must also be provided through the mobile telephony Short Message Service (SMS).
 11. The Universal Service provider shall provide to persons being at the final stage of kidney disease, free telephone call time corresponding to the charge made for one thousand (1,000) minutes of local calls per month per person, for one access line only.
 12. In all cases described in the present article, the Universal Service provider is required to check the accuracy of the submitted qualifying documents, which are used to prove the relevant rights of applicants, providing EETT with all information necessary for checking the provision of universal service and the terms of provision thereof.

Article 7

Other Universal Service Obligations

1. The Universal Service provider is required to provide all users with the options referred to in Annex I of the present Decision. The provision of the above options shall be effected pursuant to the stipulations set forth in Annex I of the present Decision. The Universal Service provider is required to provide a detailed list of charges, pursuant to the stipulations set forth in Decision No. 233/34/22.10.2001 made by EETT (Government Gazette 1501/B/2001).
2. All Organizations providing fixed public telephone networks or public mobile telephone networks or publicly available telephone services shall ensure that users having a connection to the public telephone network or the public mobile telephone network shall have access to operator subscriber services, as well as free of charge access to emergency services by dialing the "112" code or any other code determined by EETT for national use, irrespective of whether the termination of relevant calls at the corresponding emergency agency processing the said emergency calls does or does not require the payment of an interconnection fee by the Organization.
3. When a telephone line is disconnected temporarily due to overdue payments, the Universal Service provider is required not to cut off the capability of making outgoing calls to emergency telephone services.

4. The Universal Service provider shall see to it that the payment of bills associated with the services included in the scope of Universal Service is done by the use of any appropriate means. In the case of disabled persons, payment must be possible at the debtor's residence, too.

Article 8

Quality of Services by the Universal Service Provider

1. The Universal Service provider is required to provide the services by meeting the goals set by EETT, in accordance with the parameters, definitions and measurement methods referred to in Annex II of the present Decision. No later than three (3) months from the end of each calendar year, the Universal Service provider shall inform EETT in writing about its achievement of the said goals. The quality goals set by EETT are determined in Annex III. The said goals shall enter into force upon publication of the present Decision in the Government Gazette and may be revised by a Decision made by EETT, which must be issued at least thirty (30) days prior to the end of each year.
2. In addition to the stipulations set forth in par. 1 of the present article, the Universal Service provider shall provide, whenever requested to do so by EETT, data related to the achievement of Universal Service quality goals, as well as any other issue related to the fulfillment of its obligations provided for in the present Decision.
3. EETT is entitled to publish the performance of the Universal Service provider pertaining to the goals referred to in this present Article.
4. The Universal Service provider is required, as part of the development of information technology systems, to take into consideration the needs of measuring the quantity and quality of the services provided.

Article 9

Affordability of Services

1. Rules pertaining to the affordability of services.
 - 1.1. Without prejudice to the provisions set forth in paragraphs 1.2, 1.3 and 1.4 of the present article, the Universal Service provider shall apply the same tariffs in the entire area of Greece, independent of geographical location.
 - 1.2. The financial ability, or lack thereof, of users to make use of the services included in the scope of Universal Service at prices that are, or are not, freely determined, shall be evaluated on a Prefecture level. As an exception, in case cost-orientation or some other arrangement has been imposed on the Universal Service provider pertaining to the prices of the services included in the scope of the Universal Service, the above evaluation shall not be performed based on freely determined price, but

on the aforementioned prices, which in the case of cost-orientation, shall be subject to the approval of EETT.

- 1.3. To determine affordable prices, the principles of transparency and non discrimination shall be followed.
- 1.4. EETT shall make a subsequent Decision in order to determine the criteria used for ensuring affordable prices on a national scale.

2. Accessibility control.

The Universal Service provider shall submit to EETT for approval the tariffs pertaining to Universal Service sixty (60) days prior to their entering into force. As for the rest, the provisions on publication and application of tariffs for voice telephony services shall apply.

3. Other provisions.

- 3.1. In case that subscribers have overdue bills to the Universal Provider service, the following shall apply:
 - a. In the case of disabled persons and persons that are vulnerable when their access line is disconnected, their ability to receive incoming calls and make calls to emergency numbers shall be maintained active to indefinite time.
 - b. In cases where there are contested extremely high bills for added fee services, subscribers shall continue to have access to basic telephony services until the dispute is resolved.
- 3.2. The bill sent to subscribers shall indicate the total number, the total duration and the total charge of calls, other financial reductions and additions, such as a connection or disconnection fee, etc., the total time period of the services provided, as well as the issue and payment dates.
- 3.3. During the two-month period, the Universal Service provider shall send to subscribers an interim bill, if it is technically possible and advisable to do so.
- 3.4. Upon relevant request made by a subscriber, and if it is technically possible, the Universal Service provider shall inform the subscriber about the amount of his/her telephone charge per month.
- 3.5. The provisions set forth in the present article shall by no means limit such obligations of Organizations as described in article 9 of Law No. 2867/2000.

1. Without prejudice to the provisions set forth in the present Decision, the Universal Service provider shall not be considered as having been in breach of a provision included in the present Decision due to its failure to comply with the terms of the present Decision, or due to inadequate or overdue compliance or non compliance with the terms of the present Decision, when this failure is caused by Force Majeure that is causatively associated with the compliance with the terms of the present Decision. As an indication, the following events constitute Force Majeure: war, acts of sabotage, terrorist acts, acts of God, explosions and fires that are not caused by gross negligence on the part of the Universal Service provider and embargos.
2. The Universal Service provider shall inform the public, from the information provision locations he has in the area of Greece, as well as at a conspicuous point in its Website, about the services provided as part of Universal Service and the application procedure to be followed by beneficiaries in order to make use of the present Decision.
3. In case EETT appoints more than one Universal Service providers, the beneficiary of a specific discount shall select one provider only.
4. The Universal Service provider ensures that the cost of the Universal Service provided complies with the principles set forth in the present Decision.
5. In the case where potential differences arise between the content of this present Decision and the content of the Special Licenses provided to Telecommunications Organizations, the provisions set forth in the present Decision shall supersede.
6. The Universal Service provider is required to submit to EETT an annual report with regard to the provision of Universal Service, pertaining in particular to the setting up / removal of public pay telephones, the expansion / upgrading of its network to include remote areas, the number of disable beneficiaries, as well as all other information pertaining to Universal Service.
7. Any other provisions set fort in applicable law that enforce Universal Service obligations shall remain in force, except when contradicting the stipulations set forth in the present Decision.
8. Within one (1) month from the publication of the present Decision, all Organizations allocating numbers to subscribers shall publish in two (2) widely circulating daily newspapers, as well as at a conspicuous point in their Websites, an announcement informing their subscribers that the subscribers' data that can be used for the provision of Universal Service, pursuant to applicable law, shall be made available in the same format and under the same limitations to third parties active in the provision of telephone directory publication services. Subscribers shall be invited,

whenever they wish to do so, to make a written statement that they object to making the said data available.

9. The present Decision shall enter into force from the date when it is published in the Government Gazette, excluding article 6, par. 8, regarding which EETT shall issue a separate Decision, and article 6, par. 10, which shall enter into force six (6) months after the present Decision enters into force.

ANNEX I

Options that the Universal Service
is required to provide, pursuant to
article 7, par. 1

1. Tone or DTMF (dual tone multi-frequency) operation.

The fixed public telephone network supports the use of DTMF devices for signaling to the telephone exchange by using tones as defined in ETSI ETR 207, and supports the same tones for end-to-end signaling throughout the network, both inside Greece and between Greece and other European Union Member-states.

2. Selective call barring for outgoing calls

The option whereby a subscriber can, on request to the Universal Service provider, bar outgoing calls of defined types or to defined types of numbers.

3. Calling-line identification

The calling party's number is presented to the called party prior to the call being established. This option should be provided in accordance with relevant legislation on the protection of personal data and privacy, as provided for in applicable law.

4. Direct dialing-in (or options offering an equivalent functionality)

The option whereby users on a private branch exchange (PBX) or a similar private system can be called directly from the fixed public telephone network, without the intervention of the PBX attendant.

5. Call forwarding

Incoming calls are forwarded to another destination within Greece or in another European Union Member-state (e.g. on no reply, on busy, or unconditionally). This option should be provided in accordance with applicable Greek law on the protection of personal data and privacy.

ANNEX II

**Parameters, definitions and measurement methods,
pursuant to article 8, par. 1**

Parameter	Definition	Measurement method
Supply time for initial connection	ETSI EG 201 769-1	ETSI EG 201 769-1
Fault rate per access line	ETSI EG 201 769-1	ETSI EG 201 769-1
Fault restoration time	ETSI EG 201 769-1	ETSI EG 201 769-1
Unsuccessful call ratio	ETSI EG 201 769-1	ETSI EG 201 769-1
Call set up time	ETSI EG 201 769-1	ETSI EG 201 769-1
Response times for operator services	ETSI EG 201 769-1	ETSI EG 201 769-1
Response times for directory enquiry services	ETSI EG 201 769-1	ETSI EG 201 769-1
Proportion of coin and card operated public pay telephones in working order	ETSI EG 201 769-1	ETSI EG 201 769-1
Bill correctness complaints	ETSI EG 201 769-1	ETSI EG 201 769-1

ANNEX III

**Quality goals pertaining to the services provided by the Universal
Service provider,
pursuant to article 8, par. 1**

LIST OF QUALITY PARAMETERS

S.N.	Parameter	Value/Year
1.	Supply time for initial connection	1 week, for 95% of applications
2.	Fault rate per 100 access lines per year	13.5
3.	Fault restoration time	2%
4.	Proportion of fault restorations on the following working day	85%
5.	Response times for operator services	Average response time 20 sec
6.	Response times for directory enquiry services	Average response time 15 sec
7.	Proportion of coin and card operated public pay telephones in working order	93%
8.	Bill correctness complaints	0.2%

This present Regulation shall be published in the Government Gazette.

Marousi, 14 June 2002

The Chairman
EMM. A. GIAKOUMAKIS

FROM THE NATIONAL PRINTING HOUSE