



Annual Report 2001



EETT

HELLENIC REPUBLIC
NATIONAL TELECOMMUNICATIONS
AND POST COMMISSION

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Maroussi
2002



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Administration

The present Annual Report refers to the activities of EETT for the period from 1 January to 31 December 2001. During this period, the composition of the Commission was as follows:



EMMANOUIL GIAKOUMAKIS
PRESIDENT

DIMITRIOS DIMITROPOULOS
VICE-PRESIDENT
FOR THE SECTOR OF TELECOMMUNICATIONS

ARISTIDES MANTAS
VICE-PRESIDENT
FOR THE SECTOR OF POSTAL SERVICES

DIMITRIOS ZACHARIADIS
MEMBER

EMMANOUIL KONDYLIS
MEMBER

VASSILIOS MAGLARIS
MEMBER

FILIPOS SPYROPOULOS
MEMBER

CHARISSIOS TAGARAS
MEMBER

DIMITRIOS CHRYSOULIDIS
MEMBER

Introduction by the President

January 1st 2001 was a turning point in the evolution of the telecommunications sector in Greece, as it signalled the start of full liberalisation in the market for telecommunications.

Under the new legislative framework established by L.2867/2000, EETT was assigned with the demanding and significant task of establishing the regulatory framework for the operation of the liberalised market, with the aim to promote competition to the benefit of the consumers and of Greek economy. At the same time, EETT undertook the task of timely auditing interventions, in order to ensure observance of the above-mentioned regulatory framework. The new Law strengthened significantly the responsibilities of EETT, which works methodically and efficiently in order to meet its obligations.

Our aim is to enable, in cooperation with all market actors, the creation of modern infrastructures and the development of new services, for achieving the participation of our country in the Information Society, the provision of high-level services to all citizens and their active involvement in developments and in economic growth. Towards these goals, the activities of EETT in 2001 focused on the following action lines:

- ▶ Promotion of the development of an integrated regulatory framework.
- ▶ Increase of the number of operators.
- ▶ Ensuring and intensification of competition.
- ▶ Supervision of the telecommunications sector and safe guarding consumer interests.
- ▶ Provision of information to consumers and market players.
- ▶ Participation in international bodies.

In particular, during the year EETT:

- A. Issued regulations aiming to ensure smooth market operation and effective functioning of liberalisation to the benefit of the consumers. These regulations concern the entire range of telecommunications activities, and especially the licensing framework, the usage of radio frequencies, the numbering system and the principles followed in costing and pricing services.

- B. Granted a large number of licences for the exercise of telecommunications activities in our country. Using transparent procedures above any contestation, EETT granted, as a result of competitive procedures, Individual Licences for the development of business activities in mobile telephony and third generation (3G) Mobile Communications, seeking to strengthen competition and to avoid monopoly and oligopoly cases, strengthening in parallel the confidence of citizens in institutions and securing substantial financial benefits to the State.
- C. Intervened in cases of complaints, imposing substantial administrative penalties in many cases, with the aim to ensure that the telecommunications market and the postal market operate in accordance with the laws and principles of competition.
- D. Ensured smooth implementation of the new National Numbering Plan.
- E. Established the institution of Public Consultation as a process preceding each one of its important actions, contributing significantly to the consolidation of a positive climate between all interested parties.

In spite of the adverse conditions prevailing internationally, we believe that the above actions taken by EETT made a significant contribution, by opening-up the market, strengthening competition and significantly increasing market and –especially in what concerns highly qualified scientific personnel– employment figures. Moreover, the positive results of the actions taken by EETT and the alignment of Greece with global developments led to the recognition, at the international level, of the progress made in liberalisation, and confirmed that **the Greek communications market forms part of the European one and operates based on the same principles, laws and practices as those applying in the corresponding markets of the other EU Member States.**

Strengthening confidence in institutions is one of our key concerns. In 2002, EETT will continue the important task of creating a modern competitive market for telecommunications and postal services to the benefit of the consumers.

Athens, March 2002

Emm. Giakoumakis
EETT President

Timetable

January

- ▶ Granting to the Company “Convergence Ventures Limited” of an Individual Licence for the Installation, Operation, Management and Exploitation of a Satellite Network and for the Provision of Satellite Communications Services.
- ▶ Granting to the Company “Commercial Communication Networks Société Anonyme”, with the distinctive title “Com-To Net S.A.”, of an Individual Licence for the Installation, Operation, Management and Exploitation of a Satellite Network and for the Provision of Satellite Communications Services.
- ▶ Granting to the Company “KB Impuls Hellas S.A.” of an Individual Licence for the Installation, Operation, Management and Exploitation of a Satellite Network and for the Provision of Satellite Communications Services.
- ▶ Review of the new tariffs of the Company “Greek Telecommunications Organisation S.A. (OTE S.A.)” regarding Voice Telephony and Leased Line Services.
- ▶ Determination of the obligation of telecommunications operators to submit a Standardise Contract for Provision of Voice Telephony Services.
- ▶ Approval and Publication in the Official Government Gazette (FEK) of the Hellenic Republic of the Reference Interconnection Offer (for 2001) of the Company “Greek Telecommunications Organisation S.A. (OTE S.A.)”.
- ▶ Granting to the Company “Mediterranean Broadband Services–Telecommunications Société Anonyme”, with the distinctive title “Mediterranean Broadband Access S.A.”, of an Individual Licence for the Installation, Operation and Exploitation of a Public Fixed Wireless Access Telecommunications Network and for the Provision of Fixed Public Telephony Service.
- ▶ Granting to the Company “Unitel Hellas Commercial & Industrial Société Anonyme for Advanced Technology and Information Technology Systems”, under the distinctive title “UNITEL Hellas S.A.”, of an Individual Licence for the Installation, Operation, Management and Exploitation of a Satellite Network and for the Provision of Satellite Communications Services.
- ▶ Adoption of Decision on the Hearing of the Technical Chamber of Greece held on 20-12-1999.
- ▶ Investigation of the existence of Operators with Significant Power in the Interconnection Market.
- ▶ Granting to the Company “Quest Wireless – Telecommunications Services Société Anonyme”, with the distinctive title “Quest Wireless S.A.”, of an Individual Licence for the Installation, Operation and Exploitation of a Public Fixed Wireless Access Telecommunications Network and for the Provision of Fixed Public Telephony Service.
- ▶ Granting to the Company “Europrom– Telecommunications Société Anonyme”, with the distinctive title “Europrom Telecommunications S.A.”, of an Individual Licence for the Installation, Operation and Exploitation of a Public Fixed Wireless Access Telecommunications Network and for the Provision of Fixed Public Telephony Service.
- ▶ Granting to the Company “EVERGY–Telecommunications Services Société Anonyme”, with the distinctive title “EVERGY”, of an Individual Licence for the Installation, Operation and Exploitation of a Public Fixed Wireless Access Telecommunications Network and for the Provision of Fixed Public Telephony Service.
- ▶ Granting to the Company “ALPHA Digital Synthesis Société Anonyme”, with the distinctive title “A.D.S. S.A.”, of an Individual Licence for the Installation, Operation, Management and Exploitation of a Satellite Network and for the Provision of Satellite Network Services.
- ▶ Granting to the Company “Intraconnect – Commercial and Telecommunications Services Provision Société Anonyme”, with the distinctive title “Intraconnect S.A.”, of an Individual Licence for the Installation, Operation and Exploitation of a Public Wireless Microwave Telecommunications Backbone Network and for the Provision of Services.



- ▶ Draft Ministerial Decision regarding Granting to the Company “Metropolitan Couriers Ltd”, with the distinctive title “Metropolitan Couriers”, of an Individual Licence for the Provision of Postal Services coming under Universal Postal Services, and relevant EETT Opinion.
- ▶ Completion of the public open tender procedure conducted for the award of the project “Support of the Licensing Procedure for 3G (UMTS) and 2G (GSM/DCS) Operators”–Establishment of Project Monitoring and Acceptance Committee.
- ▶ Recommendation for the issuance of a Ministerial Decision regarding the determination of the Public Consultation Procedure held by EETT in the context of the Licensing of 3G (UMTS) and 2G (GSM/DCS) Mobile Telephony Service Providers, prior to the procedure for granting Individual Licences, under conditions limiting their number.
- ▶ Elaboration and submission to the Ministry of Transport and Communications (YME) of a Draft Ministerial Decision regarding the “Regulation on the Financial Administration of the National Telecommunications and Post Commission (EETT)” and relevant EETT Proposal.
- ▶ National Numbering Plan for Telephony Services and Mobile and Personal Communications Services – Approval and publication in the Official Government Gazette.
- ▶ Conclusion of the study “GSM Network Quality Control”.
- ▶ Draft Ministerial Decision regarding Provision of Fixed Wireless Access without a licence.
- ▶ Regulation on Individual Licences–Approval and publication in the Official Government Gazette.
- ▶ Regulation on General Authorisations–Approval and publication in the Official Government Gazette.
- ▶ Draft Joint Ministerial Decision of the Ministers of Transport & Communications and of Finance, regarding the “Regulation on EETT Services, Studies and Procurements” and relevant EETT Proposal for issuance of this Decision.
- ▶ Regulation on the Management and Allocation of Numbers under the National Numbering Plan for Telephony Services and for Mobile and Personal Communications Services–Approval and publication in the Official Government Gazette.
- ▶ Approval of Budget for 2001.
- ▶ Regulation on the Determination of the Time of Application of the Tariffs of Telecommunications Operators–Approval and publication in the Official Government Gazette.
- ▶ Invitation to Tender (Open procedure) for the specialisation of the communication strategy under the Action Plan and for the implementation of publicity proposals concerning the National Numbering Plan for Telephony Services and for Mobile and Personal Communications Services.
- ▶ Invitation to Tender (Open procedure) for the development of the Business Plan of EETT.
- ▶ Regulation on the Assignment of Individual Radio Frequencies or Radio Frequency Bands, under Individual Licence status, for Provision of Public Telecommunication Services – Approval and publication in the Official Government Gazette.
- ▶ Regulation on the Determination of Spectrum Usage and Radio Frequency Assignment Fees – Approval and publication in the Official Government Gazette.
- ▶ Approval of the Operational Costing System of the Company “Greek Telecommunications Organisation

February

- ▶ Adoption of Decision on the cost-orientation of the new tariffs of the Company “Greek Telecommunications Organisation S.A. (OTE S.A.)”.
- ▶ Adoption of Decision on the Hearings of the Companies “PANAFON – Greek Telecommunications Société Anonyme” and “STET HELLAS Telecommuni-

S.A. (OTE S.A.)”.

- ▶ Approval of the Costing System of ELTA, as Postal Universal Service Provider.
- ▶ Regulation on Costing Principles – Approval and publication in the Official Government Gazette.

March

- ▶ Joint organisation with YME of an Information Day on “Measures for Protection of the Public from the Operation of Mobile Telephony Antennas” (Approval of coverage by EETT of the corresponding expenditure).
- ▶ Approval of the Balance Sheet of 31 December 2000.
- ▶ Granting to the Company “PANAFON–Greek Telecommunications Société Anonyme” of a Temporary Licence for Installation and Operation of Telecommunications Equipment in Additional Frequency Band, for experimental purposes.
- ▶ Granting to the Company “STET HELLAS Telecommunications S.A.” of a Temporary Licence for Installation and Operation of Telecommunications Equipment in Additional Frequency Band, for experimental purposes.
- ▶ Granting to the Company “COSMOTE–Mobile Communications S.A.” of a Temporary Licence for Installation and Operation of Telecommunications Equipment in Additional Frequency Band, for experimental purposes.

April

- ▶ Modification of the Individual Licence held by the Company “Greek Telecommunications and Telematics Applications Company – Société Anonyme”, with the distinctive title “FORTHnet S.A.”, for the Installation of a Wire Public Telecommunications Network.
- ▶ Completion of the public open tender procedure

conducted for the development of the Business Plan of EETT.

- ▶ Results of the Public Consultation held on the Allocation of Radio Frequency Spectrum in the Second (2G) and Third Generation (3G) Mobile Communication Bands in Greece.
- ▶ EETT Opinion on the Limitation of the Number of and on the Procedure for Granting Individual Licences for the Provision of 3G (UMTS) Mobile Services.
- ▶ EETT Opinion on the Limitation of the Number of and on the Procedure for Granting Individual Licences for the Provision of 2G (GSM/DCS) Mobile Services.

May

- ▶ Approval of Information Memorandum on the Auction to be conducted for Licensing 3G (UMTS) and 2G (GSM/DCS) Mobile Telephony Service Providers.
- ▶ Dates for payment of Radio Frequency Usage Fees due for 2000 and 2001.
- ▶ Granting to the Company “NOKIA Hellas S.A.” of a Temporary TETRA System Licence, for experimental purposes.
- ▶ Granting to the Company “Cosmoline–Telecommunications Services S.A.”, with the distinctive title “Cosmoline”, of an Individual Licence for the Provision of Mobile Telephony Services via Carrier Selection.
- ▶ Modification of the Individual Licence held by the Company “Grapes Hellas–Telecommunications Services Provision Société Anonyme”, with the distinctive title “Grapes Hellas S.A.”, for the Installation, Operation and Exploitation of a Telecommunications Network.
- ▶ Allocation to the Company “Quest Wireless–Telecommunications Services Société Anonyme”, with the distinctive title “Quest Wireless S.A.”, of the Carrier Selection Code “1765” for the Provision of Fixed Public Telephone Services via Carrier Selection.



- ▶ Allocation to the Company "Greek Telecommunications and Telematics Applications Company S.A.", with the distinctive title "FORTHnet S.A.", of the Carrier Selection Code "1789" for the Provision of Fixed Public Telephone Services via Carrier Selection.
 - ▶ Adoption of Decision on the Hearing of ELTA held on 5-3-2001.
 - ▶ Granting to the Company "Teledome-Telecommunications, Information Technology and Telematics Systems-Commercial and Industrial Société Anonyme", with the distinctive title "Teledome S.A.", of an Individual Licence for the Provision of Voice Telephony Services.
 - ▶ Approval (with modifications) of OTE S.A.'s Reference Unbundling Offer (RUO) concerning Unbundled Access to the Local Loop.
 - ▶ Adoption of Decision on the Hearing of the Company "Speedex - Courier Services Société Anonyme" held on 5-3-2001.
 - ▶ Adoption of Decision on the Hearing of the Company "RT Express S.A." held on 5-3-2001.
 - ▶ Approval of the Call Document for the Auction for Granting Individual Licences for the Provision of 3G (UMTS) and 2G (GSM/DCS) Mobile Services-Regulation of other relevant matters (Approval of expenditures etc.).
 - ▶ Inclusion in the National Numbering Plan of the Numbers of the Company "PANAFON-Greek Telecommunications Société Anonyme".
 - ▶ Inclusion in the National Numbering Plan of the Numbers of the Company "STET HELLAS Telecommunications S.A.".
 - ▶ Inclusion in the National Numbering Plan of the Numbers of the Company "COSMOTE-Mobile Communications S.A.".
 - ▶ Reservation and Allocation to the Company "Greek Telecommunications Organisation S.A. (OTE S.A.)" of Numbers under the National Numbering Plan for the Provision of Fixed Public Telephony Services.
 - ▶ Partial Allocation to the Company "Quest Wireless-Telecommunications Services Société Anonyme" of Regional Numbers in the areas of Athens and Thessaloniki.
 - ▶ Reservation and Allocation to the Company "Grapes Hellas-Telecommunications Services Provision Société Anonyme", with the distinctive title "Grapes Hellas S.A.", of Numbers under the National Numbering Plan for the Provision of Voice Telephony Services.
 - ▶ Granting to the Company "Starcom Hellas-International Telecommunications S.A.", with the distinctive title "Starcom Hellas S.A.", of an Individual Licence for the Provision of Voice Telephony Services.
 - ▶ Granting to the Company "Greek Telecommunications S.A.", with the distinctive title "G.T. S.A.", of an Individual Licence for the Provision of Voice Telephony Services.
 - ▶ Cost-orientation of the Tariffs of ELTA, as Postal Universal Service Provider.
 - ▶ Regulation on the Management of Short Codes under the National Numbering Plan for Telephony Services and for Mobile and Personal Communications Services - Approval and publication in the Official Government Gazette.
 - ▶ Regulatory Framework for National Roaming Services.
 - ▶ Amendment of EETT Decisions 207/2 of 2 February 2001 ("Regulation on Individual Licences") and 207/3 of 2 February 2001 ("Regulation on General Authorisations").
- June**
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- ▶ Modification of the Individual Licence held by the Company "LAN-NET Communications-Société Anonyme", with the distinctive title "LAN-NET S.A.", for the Provision of Voice Telephony Services via Carrier Selection using Subscriber Numbers.

- ▶ Resubmission to YME of a Modified Draft Joint Ministerial Decision regarding the “Regulation on the Establishment of Procurement, Services and Study Contracts of EETT” and relevant EETT Proposal for Issuance of this Decision.
- ▶ Adoption of Decision on the Petition submitted by the Company “Speedex–Courier Services Société Anonyme” for revocation or correction of EETT Decisions.
- ▶ Clarifications on the 27 queries formulated by interested parties concerning the Call Document for the Auction for Granting Individual Licences for the Provision of 3G (UMTS) and 2G (GSM/DCS) Mobile Services.
- ▶ Granting to the Company “Greek Telecommunications and Telematics Applications Company –Société Anonyme”, with the distinctive title “FORTHnet S.A.”, of an Individual Licence for Installation and Exploitation of Telecommunications Networks.
- ▶ Granting to the Company “Telenor Satellite Services S.A.” of a Temporary Licence for Installation and Operation of a VSAT Satellite Terminal Station, for experimental purposes.
- ▶ Commencement of the Public Consultation Process on the Introduction of the TETRA System.
- ▶ Adoption of Decision on the Hearing of the Company “Fterotos Ermis S.A.”.
- ▶ Adoption of Decision on the Hearing of the Company “Avgoustaki Irini – Courier Services”.
- ▶ Adoption of Decision on the Hearing of the Company “ACS –International Transportations and Facilities Commercial Société Anonyme (S.A.)”.
- ▶ Decision on the Request for Remedy submitted by the Company “Greek Telecommunications Organisation S.A. (OTE S.A.)”.
- ▶ Regulation on the Determination of Operating Fees for Special Radio Networks–Approval and publication in the Official Government Gazette.

July

- ▶ Prequalification of Participants in the Auction for Granting Individual Licences for the Provision of 3G (UMTS) and 2G (GSM/DCS) Public Mobile Telecommunications Services.
- ▶ Allocation of Carrier Selection Code to the Company “Greek Telecommunications S.A.”, under the distinctive title “G.T. S.A.”, for the Provision of Voice Telephony Services.
- ▶ Allocation to and Reservation for the Company “Quest Wireless–Telecommunications Services Société Anonyme”, with the distinctive title “Quest Wireless S.A.”, of Numbers under the National Numbering Plan for the Provision of Fixed Public Telephone Service.
- ▶ Granting to the Company “PPC Telecommunications S.A.”, with the distinctive title “PPC Telecommunications S.A.”, of an Individual Licence for the Installation of a Telecommunications Network and for the Provision of Voice Telephony.
- ▶ Granting to the Company “Mediterranean Nautilus –Telecommunications Services Provision Société Anonyme”, with the distinctive title “Mediterranean Nautilus Greece S.A.”, of an Individual Licence for the Installation, Operation and Exploitation of a Public Wire Telecommunications Network.
- ▶ Draft Ministerial Decision regarding Granting to the Company “Fterotos Ermis S.A.”, of an Individual Licence for the Provision of Postal Services coming under the Universal Postal Services, and relevant EETT Opinion.
- ▶ Conduct of Auction for Granting Individual Licences for the Provision of 3G (UMTS) Public Mobile Telecommunications Services.
- ▶ Proposal of a Draft Bill for a new Law regarding the “Organisation of the Sector of Postal Services Provision and other Provisions”, drafted by a Working Group of YME–Remarks/comments by EETT on the relevant text, submitted to YME as EETT Recommendation.



- ▶ Conduct of Auction for Granting Individual Licences for the Provision of 3G (UMTS) Public Mobile Telecommunications Services—Phases 2 and 3.
- ▶ Conduct of Auction for Granting Individual Licences for the Provision of 3G (UMTS) Public Mobile Telecommunications Services—Announcement of Successful Bidders.
- ▶ Conduct of Auction for Granting Individual Licences for the Provision of 2G (GSM/DCS) Public Mobile Telecommunications Services—Phases 1 and 2.
- ▶ Conduct of Auction for Granting Individual Licences for the Provision of 2G (GSM/DCS) Public Mobile Telecommunications Services.
- ▶ Modification of the Individual Licence held by the Company “Convergence Ventures Limited” for the Installation, Operation and Exploitation of a Telecommunications Network for the Provision of Liberalised Telecommunications Services.
- ▶ Granting to the Company “PANAFON—Greek Telecommunications Société Anonyme”, with the distinctive title “PANAFON”, of an Individual Licence for the Installation, Operation and Exploitation of a Public Telecommunications Network for 2G Mobile Communications and for the Provision of 2G Public Mobile Telecommunications Services.
- ▶ Granting to the Company “STET HELLAS Telecommunications S.A.”, with the distinctive title “STET HELLAS”, of an Individual Licence for the Installation, Operation and Exploitation of a Public Telecommunications Network for 2G Mobile Communications and for the Provision of 2G Public Mobile Telecommunications Services.
- ▶ Granting to the Company “INFO QUEST—Commercial and Industrial Computers, Communications Systems and Peripherals Société Anonyme”, with the distinctive title “INFO QUEST S.A.”, of an Individual Licence for the Installation, Operation and Exploitation of a Public Telecommunications Network for 2G Mobile Communications and for the Provision of 2G Public Mobile Telecommunications Services.

August

- ▶ Granting to the Company “COSMOTE—Mobile Communications S.A.”, with the distinctive title “COSMOTE”, of an Individual Licence for the Installation, Operation and Exploitation of a Public Telecommunications Network for 3G Mobile Communications and for the Provision of 3G Public Mobile Telecommunications Services.
- ▶ Granting to the Company “PANAFON—Greek Telecommunications Société Anonyme”, with the distinctive title “PANAFON”, of an Individual Licence for the Installation, Operation and Exploitation of a Public Telecommunications Network for 3G Mobile Communications and for the Provision of 3G Public Mobile Telecommunications Services.
- ▶ Granting to the Company “STET HELLAS Telecommunications S.A.”, with the distinctive title “STET HELLAS”, of an Individual Licence for the Installation, Operation and Exploitation of a Public Telecommunications Network for 3G Mobile Communications and for the Provision of 3G Public Mobile Telecommunications Services.
- ▶ Payment to the Hellenic State of the total amount resulting from payment to EETT of the prices for the Granting of the six Individual Licence for the Installation, Operation and Exploitation of a Public Telecommunications Network for 3G and 2G Mobile Communications and for the Provision of 3G and 2G Public Mobile Telecommunications Services, reduced by the amount of the total expenses incurred by EETT with regard to the two Auctions (L.2864/2000, article 13, par. 8).
- ▶ Granting to the Company “Telespazio S.A.” of an Individual Licence for the Provision of Satellite Communications Services.
- ▶ Granting to the Company “NOKIA Hellas Telecommunications S.A.” of a Temporary TETRA System Licence.

- ▶ Granting to the Company “Ideal – Société Anonyme for Production and Distribution of Information Technology Products and Networks and for Provision of High-Tech Services”, with the distinctive title “Ideal Telecom”, of an Individual Licence for the Provision of Voice Telephony Services.
- ▶ Granting to the Company “ALGONET Telecommunications – Commercial Société Anonyme”, with the distinctive title “ALGONET S.A.”, of an Individual Licence for the Provision of Voice Telephony Services.
- ▶ Granting to the Company “TelePassport (Hellas)–Telecommunications, Management and Technological Services Société Anonyme”, with the distinctive title “TelePassport (Hellas) S.A.”, of an Individual Licence for the Provision of Voice Telephony Services.
- ▶ Granting to the Company “Vivodi Telecommunications–Telecommunications Infrastructures & Services S.A.”, with the distinctive title “Vivodi Telecommunications S.A.”, of an Individual Licence for the Provision of Voice Telephony Services and for the Installation, Operation and Exploitation of a Public Telecommunications Wireless Microwave Backbone Network.
- ▶ Allocation of Carrier Selection Code to, and Reservation of Numbers in the “0807” Series for, the Company “Starcom Hellas–International Telecommunications A.E.E.”, with the distinctive title “Starcom Hellas A.E.E.”, for the Provision of Voice Telephony Services.
- ▶ Amendment of PD 437/1995 on “Issuance of Individual Licence for the Installation, Development, Operation and Exploitation of Telecommunications Networks and the Exercise of other Telecommunications Activities by the Greek Telecommunications Organisation S.A. (OTE S.A.)”.
- ▶ Modification of Appendix A of the Individual Licence for Installation of a Wire Public Telecommunications Network held by the Company “Greek Telecommunications and Telematics Applications Company–Société Anonyme”, with the distinctive title “FORTHnet S.A.”.
- ▶ Allocation to the Company “Greek Telecommunications and Telematics Applications Company–Société Anonyme”, with the distinctive title “FORTHnet S.A.”, of Numbers under the National Numbering Plan for the Provision of Voice Telephony Services.
- ▶ Allocation to the Company “PANAFON–Greek Telecommunications Société Anonyme”, of a Short Network Code under the National Numbering Plan.
- ▶ Allocation to the Company “STET HELLAS Telecommunications S.A.”, of a Short Network Code under the National Numbering Plan.
- ▶ Allocation to the Company “STET HELLAS Telecommunications S.A.”, of Numbers under the National Numbering Plan.
- ▶ Allocation to the Company “LAN-NET Communications Société Anonyme”, with the distinctive title “LAN-NET S.A.”, of Numbers under the National Numbering Plan for the Provision of Voice Telephony Services.
- ▶ Allocation of Carrier Selection Code to the Company “Ideal – Société Anonyme for Production and Distribution of Information Technology Products and Networks and for Provision of High-Tech Services”, with the distinctive title “Ideal Telecom”, for the Provision of Voice Telephony Services.
- ▶ Allocation of Carrier Selection Code to the

September

- ▶ Amendment of EETT Decision 217/29 of 18 March 2001 on the “Reference Offer for Fully Unbundled Access to the Local Loop of the Company ‘Greek Telecommunications Organisation S.A. (OTE S.A.)’ ” (FEK Issue 751/B/2001).



Company "ALGONET Telecommunications Société Anonyme", with the distinctive title "ALGONET S.A.", for the Provision of Voice Telephony Services.

- ▶ Allocation of Carrier Selection Code to, and Reservation of Numbers in the "0807" Series for, the Company "TelePassport (Hellas)–Telecommunications, Management and Technological Services Société Anonyme", with the distinctive title "TelePassport (Hellas) S.A.", for the Provision of Voice Telephony Services.
- ▶ Publication of the Proceedings of the Information Day jointly organised by EETT and YME on "Measures for Protection of the Public from the Operation of Mobile Telephony Antennas" (Approval of coverage by EETT of the corresponding expenditure).
- ▶ Completion of the project: "EETT Organisation Study".
- ▶ Approval of commencement of the Public Consultation process on the utilisation of the UHF radio frequency band and, more specifically, of the two 410-430 MHz and 450-470 MHz sub-bands, for Granting relevant Individual Licences.
- ▶ Draft PD on "Internal Structure of the National Telecommunications and Post Commission (EETT), Qualifications and Selection Method for Departmental Heads and other Provisions" (L.2867/2000, article 4 par. 9) and relevant EETT Proposal for issuance of the said PD.

October

- ▶ Completion of the public open tender procedure conducted for the award of the project: "Measurement of the Quality of the Postal Universal Service".
- ▶ Modification of the Individual Licence held by the Company "KB Impulse S.A." for the Installation, Operation, Management and Exploitation of a

Satellite Network and for the Provision of Satellite Communications Services.

- ▶ Granting to the Company "Econophone (Hellas)–Telecommunications Materials and Services Provision Société Anonyme", with the distinctive title "Econophone (Hellas) S.A.", of an Individual Licence for the Provision of Voice Telephony Services.
- ▶ Allocation to the Company "Greek Telecommunications Organisation S.A. (OTE S.A.)" of a Short Code under the National Numbering Plan.
- ▶ Allocation to the Company "Econophone (Hellas)–Telecommunications Materials and Services Provision Société Anonyme", with the distinctive title "Econophone (Hellas) S.A.", of Signalling Point Codes.
- ▶ Determination of the Basic Level for Itemized Billing and of the parties under obligation to provide it.
- ▶ Granting to the Company "LINK SYSTEMS S.A." of a Temporary Licence for the Installation and Operation of a TETRA System Land Mobile Radiocommunications Network, for experimental purposes.
- ▶ Allocation to the Company "Teledome Telecommunications, Information Technology and Telematics Systems–Commercial and Industrial Société Anonyme", with the distinctive title "Teledome S.A.", of Signalling Point Codes.

November

- ▶ Allocation to the Company "STET HELLAS–Telecommunications S.A.", with the distinctive title "STET HELLAS", of Numbers under the National Numbering Plan.
- ▶ Allocation to the Company "INFOQUEST – Commercial and Industrial Computers, Communications Systems and Peripherals Société Anonyme", of Numbers under the National Numbering Plan for the

Provision of Mobile Telephony Services.

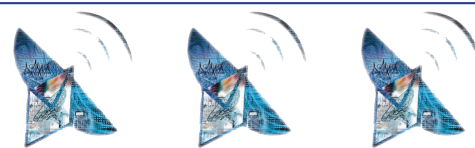
- ▶ Allocation to the Company "Intraconnect-Commercial and Telecommunications Services Provision Société Anonyme", with the distinctive title "Intraconnect S.A.", of Carrier Selection Code and of Numbers under the National Numbering Plan for the Provision of Voice Telephony Services.
- ▶ Granting to the Company "Econophone (Hellas)-Telecommunications Materials and Services Provision Société Anonyme", with the distinctive title "Econophone (Hellas) S.A.", of Carrier Selection Codes and of Numbers in the "0807" Series for the Provision of Voice Telephony Services.
- ▶ Allocation of Numbering Resources to the Company "INFO QUEST-Commercial and Industrial Computers, Communications Systems and Peripherals Société Anonyme", with the distinctive title "INFO QUEST S.A."
- ▶ Allocation to the Company "Quest Wireless-Telecommunications Services Société Anonyme", with the distinctive title "Quest Wireless S.A.", of Signalling Point Codes.
- ▶ Allocation to the Company "Grapes Hellas-Telecommunications Services Provision Société Anonyme", with the distinctive title "Grapes Hellas S.A.", of Signalling Point Codes.
- ▶ Regulation on Licences for Land-based Antenna Mast Constructions – Approval and Publication in the Official Government Gazette.
- ▶ Allocation to the Company "Greek Telecommunications Organisation S.A. (OTE S.A.)" of a Short Code under the National Numbering Plan.
- ▶ Allocation to the Company "COSMOTE-Mobile Communications S.A." of Numbers under the National Numbering Plan.
- ▶ Revocation of EETT Decision 222/37 of 10 July 2001, regarding Granting to the Company "Greek Telecommunications S.A.", with the distinctive title

"G.T. S.A." of a Carrier Selection Code.

- ▶ Rejection of the Application submitted by the Company "Greek Telecommunications S.A.", with the distinctive title "G.T. S.A.", for Allocation of Numbers under the National Numbering Plan.
- ▶ Revocation of the Temporary Licence held by the Company "NOKIA Hellas Telecommunications S.A." for the Installation and Operation of a TETRA System Land Mobile Radiocommunications Network, for experimental and teaching purposes.

December

- ▶ Allocation to the Company "Greek Telecommunications Organisation S.A. (OTE S.A.)" of a number in the "0807" Series under the National Numbering Plan.
- ▶ Allocation to the Company "Greek Telecommunications Organisation S.A. (OTE S.A.)" of a Short Code under the National Numbering Plan (for provision of information regarding the Euro).
- ▶ Allocation to the Company "COSMOTE-Mobile Communications S.A." of a Short Network Code under the National Numbering Plan.
- ▶ Allocation to the Company "Vivodi Telecommunications-Telecommunications Infrastructures & Services S.A.", with the distinctive title "Vivodi Telecommunications S.A.", of a Signalling Point Code.
- ▶ Regulation on the Administration of EETT Expenditures and on Granting Relevant Authorisations-Approval and Publication in the Official Government Gazette.
- ▶ Results of the Public Consultation held on "Universal Service in Telecommunications".
- ▶ Results of the Public Consultation held on the utilisation of the UHF radio frequency band and, more specifically, of the two 410-430 MHz and 450-470 MHz sub-bands, for Granting relevant Individual Licences.



- ▶ Results of the Public Consultation held on Shared Access to the Local Loop.
- ▶ Adoption of Decision on the Hearing of the Company "Payphone Hellas One-Person Limited Liability Company (LTD)" held on 31-5-2001.
- ▶ Adoption of Decision on the Hearing of the Company "Telarent" held on 31-5-2001, concerning violation of the telecommunications legislation in force.
- ▶ Adoption of Decision on the Hearing of the Company "GR Telecom One-Person Limited Liability Company (LTD)-K. Sioutas" held on 31-5-2001.
- ▶ Allocation to the Company "STET HELLAS Telecommunications S.A." of a Short Network Code under the National Numbering Plan.
- ▶ Reference Offer for Unbundled Access to the Local Loop-Part II: Shared Access to the Local Loop-Approval and Publication in the Official Government Gazette.
- ▶ Assignment of Radio Frequencies for Point-to-Point Links used, prior to the issuance of Ministerial Decision No. 62087/1998, by Public Telecommunications Service Providers - Approval and publication of the Decision adopted in the Official Government Gazette.
- ▶ Proposal to the Minister of Transport and Communications for limiting the number of Individual Licences regarding the Introduction of Public Digital Mobile Services in the 410-430 MHz band.
- ▶ Proposal to the Minister of Transport and Communications for limiting the number of Individual Licences regarding the Introduction of Public Digital Mobile Services in the 450-470 MHz band.
- ▶ Commencement of the Public Consultation Process on "Issues Regarding Call Termination to Mobile Telephony Networks".
- ▶ Assignment of the project concerning the organisation of an EETT Staff Training Seminar on Electronic Signature issues.
- ▶ Adoption of Decision on the Hearing of the Company "PANAFON-Greek Telecommunications Société Anonyme" held on 1-11-2001, concerning the illegal installation of a Mobile Telephony Antenna Mast Construction.
- ▶ Adoption of Decision on the Hearing of the Company "STET HELLAS Telecommunications S.A." held on 22-10-2001, concerning the illegal installation of a Mobile Telephony Antenna Mast Construction.
- ▶ Modification of the Individual Licence held by the Company "Mediterranean Nautilus Greece S.A." for the Installation, Operation and Exploitation of a Public Wire Telecommunications Network, following a Request submitted by the Company.
- ▶ Modification and Codification of the Text of the Licence for Operation of a GSM Cellular Telecommunications Network granted to the Company "COSMOTE-Mobile Communications S.A.".
- ▶ New OTE S.A. Fixed Telephony Tariffs.
- ▶ Approval of Budget for 2002.
- ▶ Granting to the Company "Attica Telecommunications S.A." of an Individual Licence for the Installation, Operation and Exploitation of a Public Wire Telecommunications Network.
- ▶ Implementation Dates for the Third Stage in the Introduction of the National Numbering Plan.
- ▶ Granting to the Company "Net One S.A.-Commercial Société Anonyme for the Provision of Telecommunications Services", with the distinctive title "Net One S.A.", of an Individual Licence for the Provision of Voice Telephony Services.
- ▶ Allocation to the Company "Vivodi Telecommunications-Telecommunications Infrastructures & Services S.A.", with the distinctive title "Vivodi Telecommunications S.A.", of a Signalling Point Code.



Telecommunications Sector





1. Overview of Liberalisation Progress

1.1. Introduction

January 1st 2001 was a turning point for telecommunications in Greece, as it marked the lifting of the last legal monopolies in this sector. Of decisive importance towards full liberalisation was the ratification by the Parliament of the new Telecommunications Law (L.2867/2000), which, inter alia, assigned to the National Telecommunications and Post Commission (EETT) the responsibility for controlling and regulating the telecommunications sector as well as the supervision of the telecommunications market. The new Telecommunications Law guaranteed the administrative and financial independence of EETT and provided for its staffing with the necessary personnel, aiming to enable EETT to exercise its increased responsibilities in an effective manner.

In particular, in parallel to the strengthening of its existing authorities, EETT was assigned with new authorities on issues including, among others, Licensing, Numbering /Internet Domain Naming, Interconnection, Unbundled Access to the Local Loop, Leased Lines, Electronic Signatures, Universal Service, Costing /Pricing Control, Monitoring and Analysis of the Telecommunications Market, International Relations /Representation and Protection of Consumer Rights.

Full liberalisation of the telecommunications sector is not an end in itself, but instead seeks to ensure, through the development and protection of healthy and effective competition, the provision of a larger number of modern, high-quality telecommunications services at prices that are competitive for consumers (both residential and business users). Moreover, both the international and the European experience of liberalisation in the telecommunications market present favourable evidence of the benefits to be derived for consumers as well as for the national economy. Fully aware of the catalyst role it is

called upon to play, and taking into consideration the needs of the market, the dictates of the legislation and the relevant European experience together with inherent limitations, EETT proceeded in a timely manner to define and prioritise its goals. On the basis of the corresponding time-schedule established, EETT made a number of interventions, which for 2001 come under the following main action lines:

- ▶ Increase in the number of operators
- ▶ Ensuring and intensification of competition
- ▶ Supervision of the telecommunications sector and safeguarding consumer interests.
- ▶ Provision of information
- ▶ Participation in international bodies

The text below gives a summary presentation of the action lines mentioned above, which are described in detail in the next subsections.

The action line concerning the increase of the number of operators is expected to lead to:

- ▶ Increase in the options available to consumers concerning existing services
- ▶ Faster provision of innovative services that are adapted to the new increased requirements of consumers
- ▶ Improvement in the quality across the entire service provision chain
- ▶ Reduction in the prices of the services provided

With respect to this action line, an intervention of critical importance was the issue of the new Regulations on Individual and General Authorisations which introduced simplified licence granting procedures. Equally important EETT interventions were the granting of Licences for 3G (UMTS) and 2G (GSM/DCS) Mobile Communications, the conclusion of the procedures for granting Licences



for Fixed Wireless Access (FWA) networks, and the launching of the procedures for licensing TETRA mobile communications systems. A common underlying element of the aforementioned interventions is the utilization, through transparent, fair and unbiased procedures, of the scarce national resource of radio frequencies, aiming at introducing innovative telecommunications services within the shortest possible time. Finally, the issue of the Regulations on Fully Unbundled and Shared Access to the Local Loop of the Hellenic Telecommunications Organisation S.A. (OTE S.A.) was also extremely important, because of the opportunities they provide for increasing competition in the wire access network of the country.

In the context of the interventions aimed at ensuring and intensifying competition, the intention of EETT is to ensure the preconditions necessary for infrastructure development and service provision for new entrants. Of particular importance was the new National Numbering Plan (NNP), designed by EETT and implemented by existing operators, intended to cover the increased number allocation needs expected in the fully liberalised domestic telecommunications sector (sufficient numbering resources for all operators and for all foreseen services over a long period of time). The intervention regarding Internet Domain Naming, which consists in identifying and addressing the issues that have arisen and in formulating the principles of the corresponding new regulatory framework, was also of relevance. Equally important was also the intervention of EETT on ensuring the interconnection of the telecommunications networks of the country, in accordance with the relevant dictates of Community and Greek telecommunications legislation. Other interventions of EETT, albeit incomplete, were associated with leased lines and electronic authentication (electronic signatures). Finally, EETT interventions of decisive importance regarded the audit and approval of the Operational Costing System (ECS) of OTE S.A.

and of the tariffs established on a cost-oriented basis for the corresponding services.

In parallel to the above-mentioned interventions, which aimed at the essential liberalisation of the market, EETT also proceeded to a number of additional actions which concerned the control of the market and the protection of consumers. The issue of the Universal Service Provision, the regulation concerning itemized billing and the supervision of the market are all actions in this context.

Special emphasis was placed on the representation of EETT in international bodies and events, with the aim to actively participate in the decision-taking process concerning telecommunications and to further develop its know-how through the contacts established with other Regulatory Authorities. Finally, EETT provided both businesses and consumers with information about its actions and the work performed during 2001.

1.2. Opening-up of the Market

Until the end of 2000 the number of Individual Licences and the rate of their granting, which constitute indicators of business interest and intensity of competition, were low in Greece. In addition to the lack of full market liberalisation, the reasons for this were traced to the fact that the licensing procedures were complicated, bureaucratic and time-consuming.

EETT ensured the simplification of the licensing procedures through issuing of the Regulations on General Authorisations and Individual Licences, published in March 2001. The ultimate goal of the simplification and flexibility introduced in the licensing procedures was to resolve in an effective manner the problems faced by new entrants in the Greek market and, in this way, to

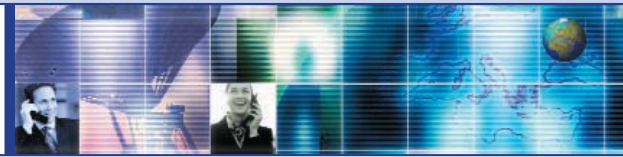
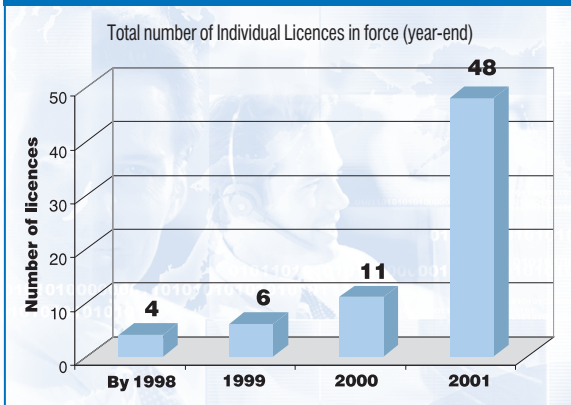


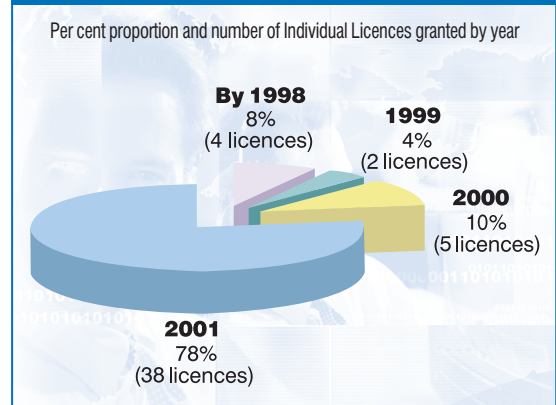
Chart 1



essentially liberalise the market and strengthen competition. The Regulation accelerated the relevant procedures, specified strict time limits within which applications for granting new licences are to be processed and minimised bureaucracy.

In combination with the significant developments that took place during 2001 in the telecommunications sector in Greece, the simplification of the licence granting procedures significantly contributed to reform-

Chart 2

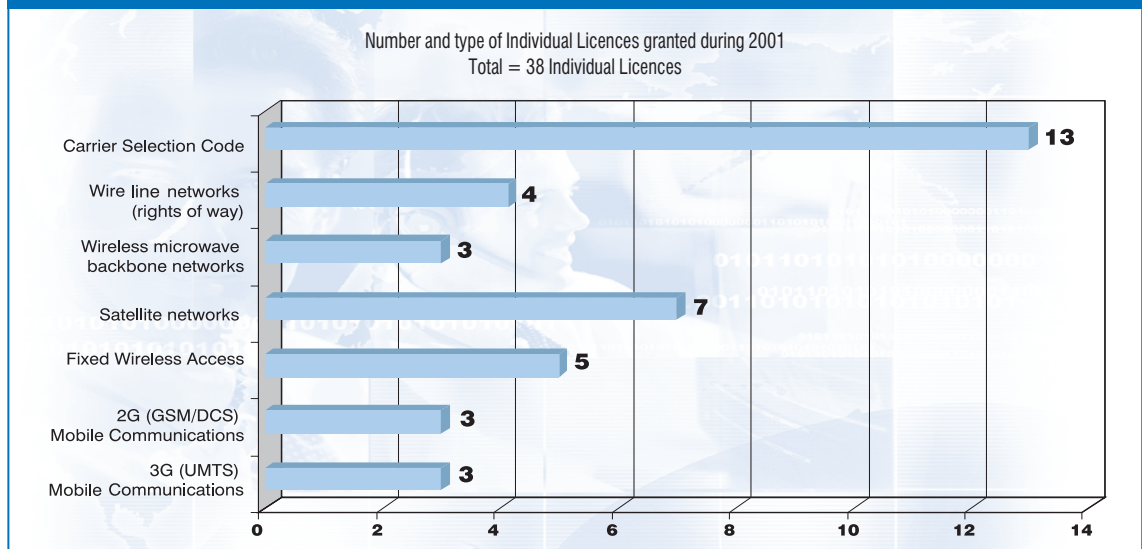


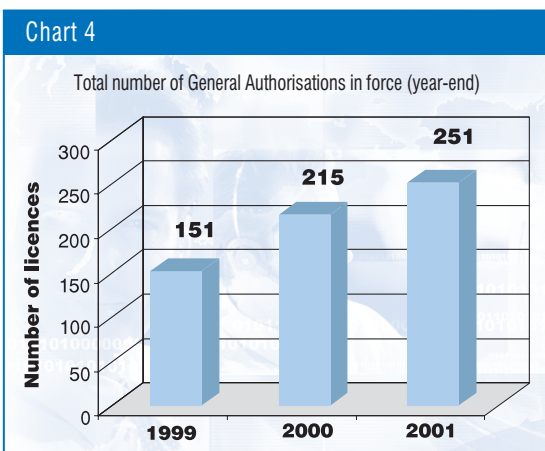
ing in effect the conditions prevailing in licensing for both General Authorisations and Individual Licences (see Charts 1 and 4 respectively).

In particular, during 2001 EETT granted 78% (38 licences) of the total number of Individual Licences granted until 31 December 2001 (see Chart 2).

The classification of the 38 new Individual Licences granted during 2001 is shown in Chart 3.

Chart 3





Telecommunications operators also showed considerable interest in General Authorisations: on 31 December 2001, the number of operators granted with a General Authorisation reached 251 compared to 215 on 31 December 2000 (see Chart 4). Of these 251 operators, 68 were licensed during 2001.

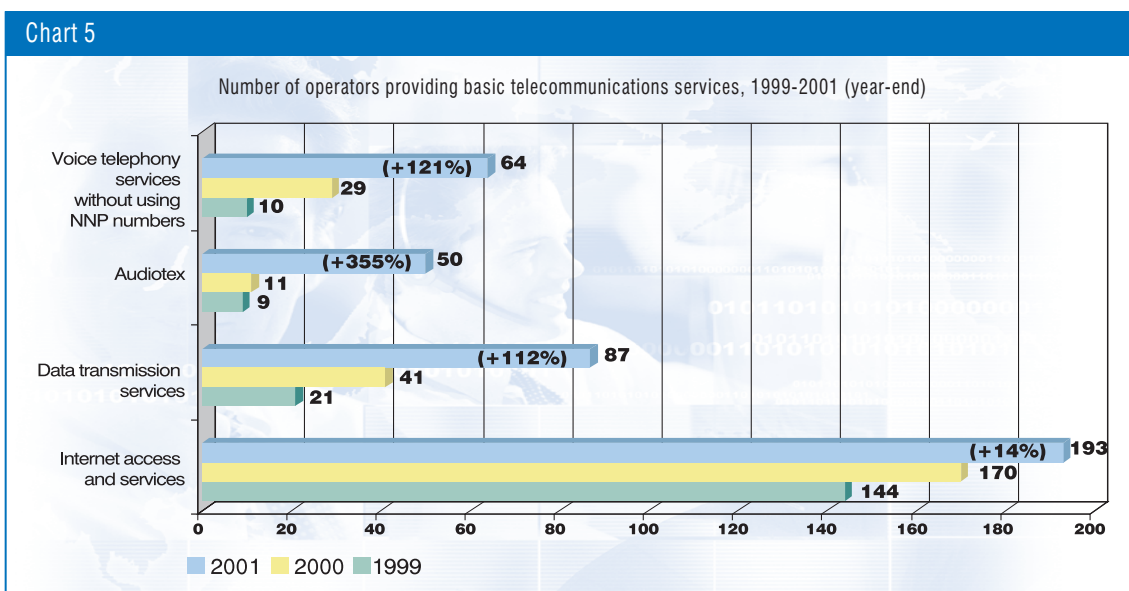
It should be stressed that the new Regulation on General Authorisations provides, inter alia, for a new de-

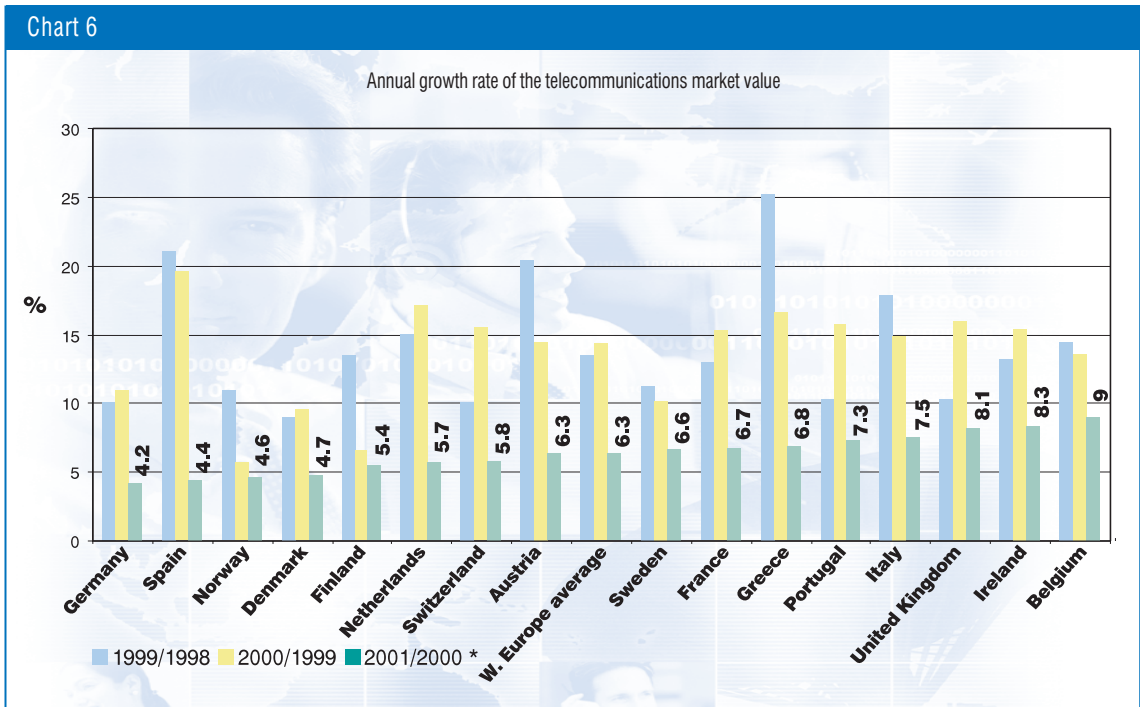
tailed codification of telecommunications services (which are subject to General Authorisation status), presented in Appendix IV.

Chart 5 shows the distribution of operators granted with a General Authorisation into some of the basic telecommunications services provided. A General Authorisation may include the provision of one or more telecommunications services.

Detailed lists of the operators granted with General Authorisations and Individual Licences (as at 31 December 2001) are given in Appendix III.

Finally, the direct effect of the application of the new simplified and functional procedures, and especially of the emphasis placed by EETT on licensing during 2001, became noticeable and was acknowledged not only at the national but also at the European level. The relevant assurance mentioned in the Seventh Report of the European Commission, according to which licensing problems no longer exist in Greece, is considered to be of particular significance.



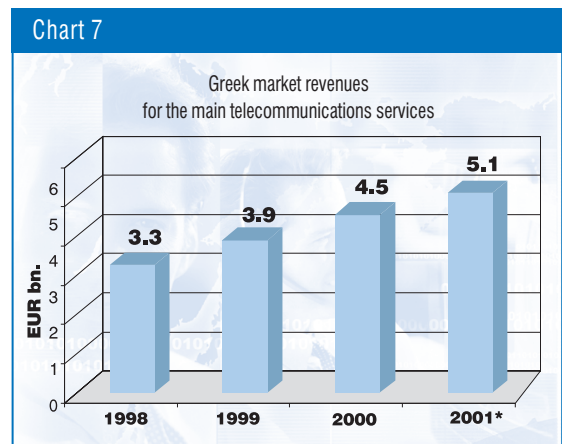


* Estimates
Source: EITO October 2001

1.3. Statistics

The dynamic growth of the Greek telecommunications market was maintained throughout 2001, with an annual growth rate (in terms of value) that is estimated¹ as one of the highest, well above the average growth rate of Western European countries² and of EU Member States (see Chart 6).

Retail revenues from the Greek market for the main³ telecommunications services are estimated to have increased by 12.2% in 2001, reaching EUR 5.1 bn.⁴ (see also Charts 7 and 8).



* Estimates
Source: EITO 2001; Seventh Report of the European Commission; EETT.

¹ Source: European Information Technology Observatory (EITO) 2001 and October 2001.

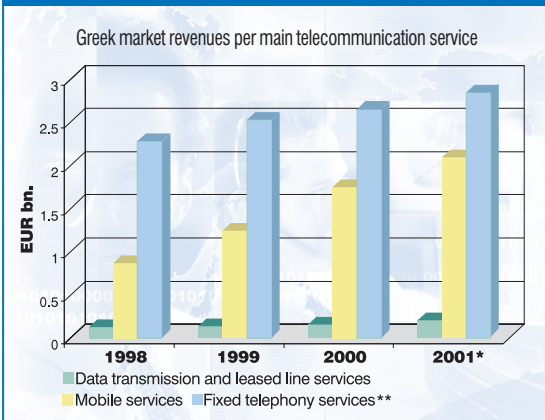
² W. Europe comprised EU Member States, including Switzerland and Norway.

³ The following are considered as main telecommunications services: (a) fixed telephony services, including dial-up Internet access; (b) mobile services; and (c) data transmission and leased line services.

⁴ At the time the present text was under editing, financial data for 2001 for the entire market were not available. Thus, the use of estimates for 2001 was inevitable.



Chart 8



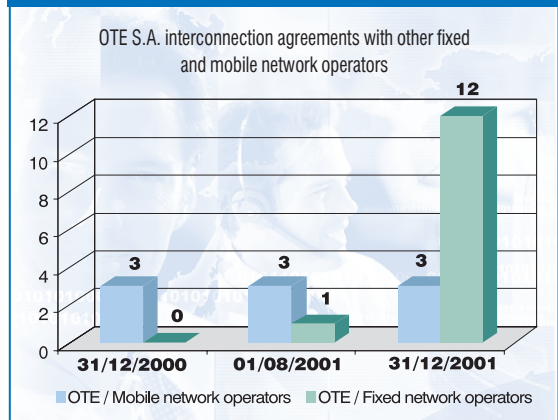
* Forecasts

** Includes dial-up Internet access

Source: EITO 2001; Seventh Report of the European Commission; EETT.

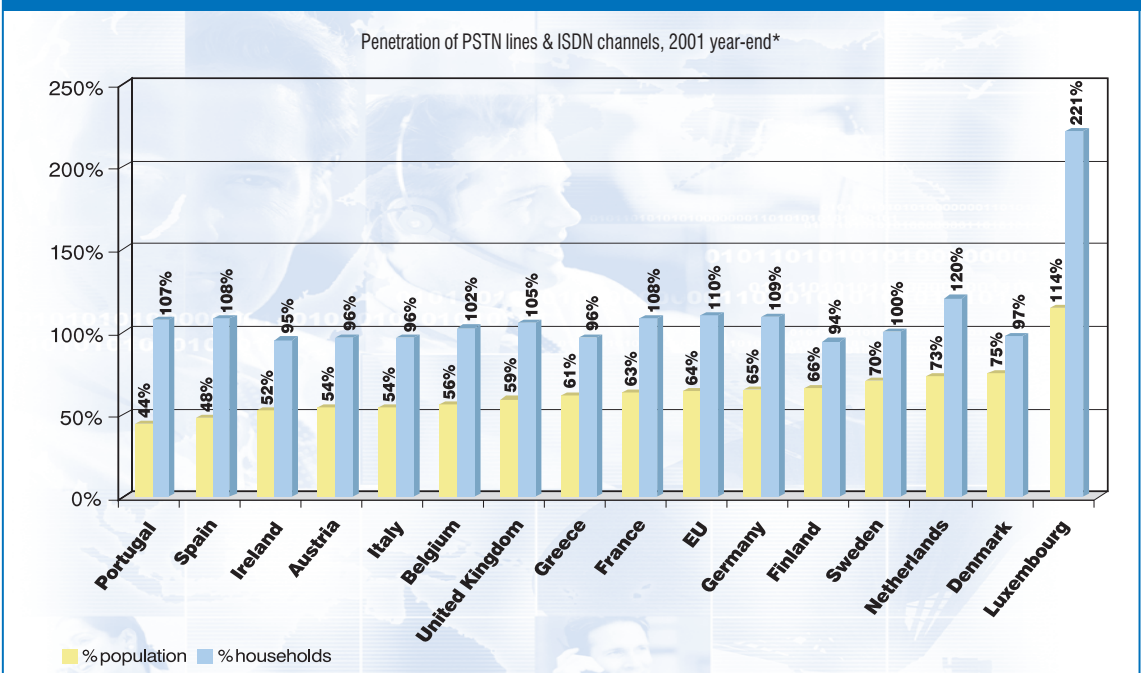
- According to OTE S.A. data, 12 fixed network operators had by the end of 2001 entered into agree-

Chart 9



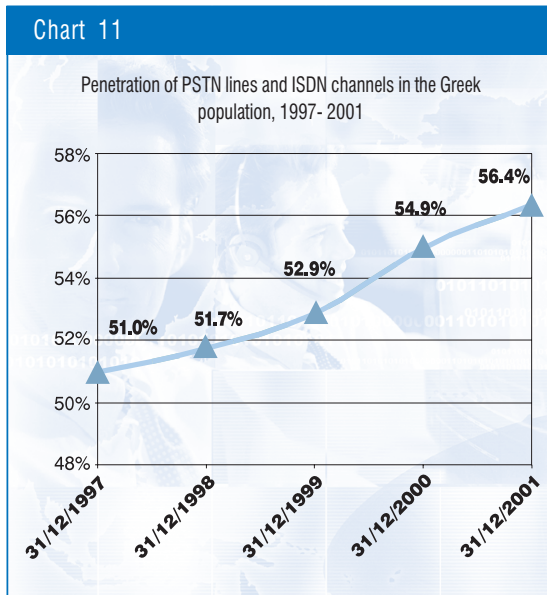
ments for their interconnection to its network (see also Chart 9). It is pointed out that interconnection with the network of OTE S.A. is necessary, at least for the time being, for providing fixed voice telephony services.

Chart 10



* Estimates

Source: Seventh Implementation Report of the European Commission, IDC 2001



- In the context of Local Loop unbundling, the corresponding offers by OTE S.A. for Fully Unbundled and Shared Access were approved by EETT in May

and December 2001, respectively. According to OTE S.A. data, 11 operators had by 15 November 2001 expressed their interest for entering into agreements for Full Unbundled Access. Of these, three had already proceeded to sign the relevant agreements and had leased 92 local loops, of which 76 were already in operation.

- The penetration of PSTN lines and ISDN channels in Greece is estimated not to deviate significantly from the corresponding Community average (see indicatively Chart 10). This estimation is backed by the Seventh Report of the European Commission. It is pointed out that a significant proportion of the penetration rates shown in Chart 10 is due to the inclusion of ISDN channels.

Chart 11 presents the evolution over time of the penetration of PSTN lines and ISDN channels in the Greek population⁵. For the end of 2001, this penetration is calculated to 56.4%.

Table 1: OTE S.A. Statistical Data

	31/12/1997	31/12/1998	31/12/1999	31/12/2000	31/12/2001
Digitalisation rate (based on installed capacity)	47.1%	74.5%	90.6%	93.4%	95.58%
PSTN access lines in operation	5,430,855	5,535,521	5,610,931	5,659,274	5,607,750
ISDN access lines in operation – Basic Rate Access (2 channels)	792	3,258	27,542	96,972	199,033
ISDN access lines in operation – Primary Rate Access (30 channels)	134	448	1,478	3,946	5,385
Cardphones	38,518	52,188	57,514	57,926	63,849
Contribution of fixed-network-network-based Voice Telephony in turnover	80.7%	78.4%	73.9%	70.9%	71.3%
Turnover (GRD mill.)	810,599	931,602	1,022,367	1,094,870	1,173,512

⁵ The figures for the population of the country used in calculating penetration were derived from the 1991 and 2001 censuses conducted by the National Statistical Service, with the increase in population distributed evenly over the years intervening between the two censuses.



Chart 12

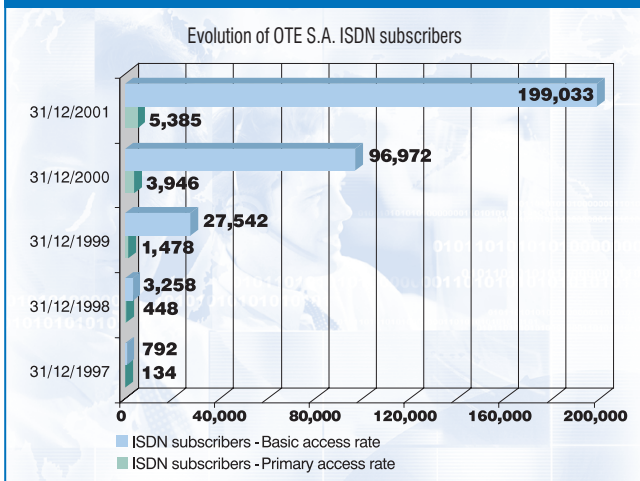
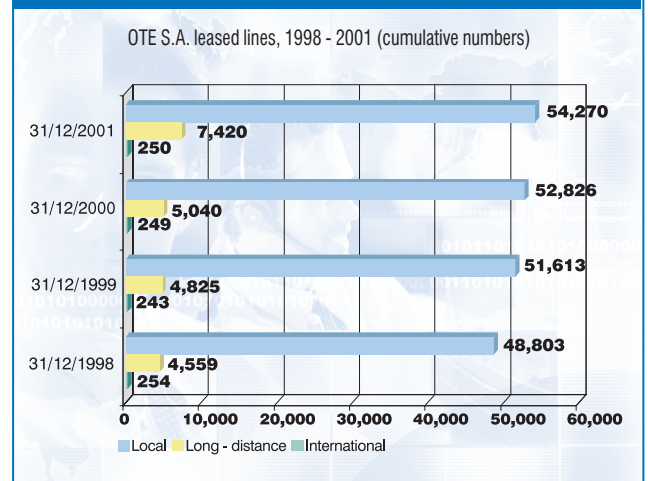


Chart 13

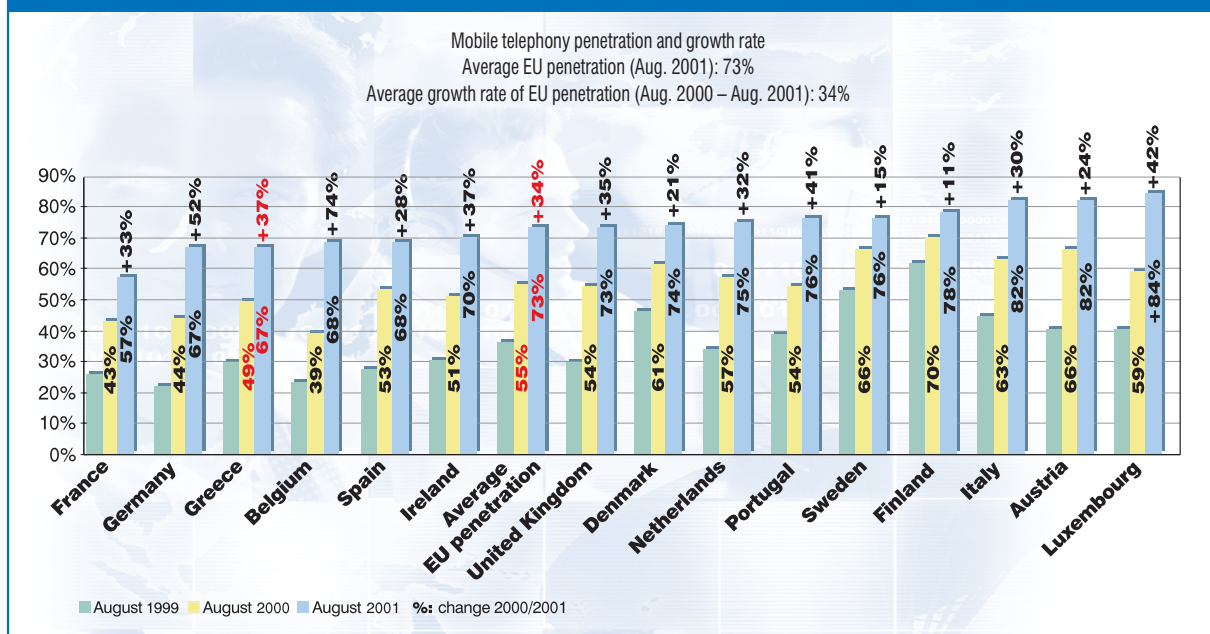


Revenues from the provision of ISDN services are expected to be significantly increased for 2001, due mainly to the increase in the corresponding connections. It is indicatively mentioned that, at the end of 2001, the OTE S.A. basic access rate con

nections in operation exceeded by 102,062 those in operation at the end of 2000 (see also Chart 12).

- The cumulative number of leased lines (local, long distance and international) of OTE S.A. who

Chart 14



* Source: Fifth, Sixth and Seventh Implementation Reports of the European Commission



remains the primary provider of leased lines in Greece, reached 61,940 lines at the end of 2001, registering a 6.6% annual growth (see Chart 13).

- According to the Seventh Implementation Report of the European Commission, penetration of mobile services users in the Community in August 2001 reached 73% (67% in Greece), registering an annual growth rate of 34% (37% in Greece). These rates are also shown in Chart 14.

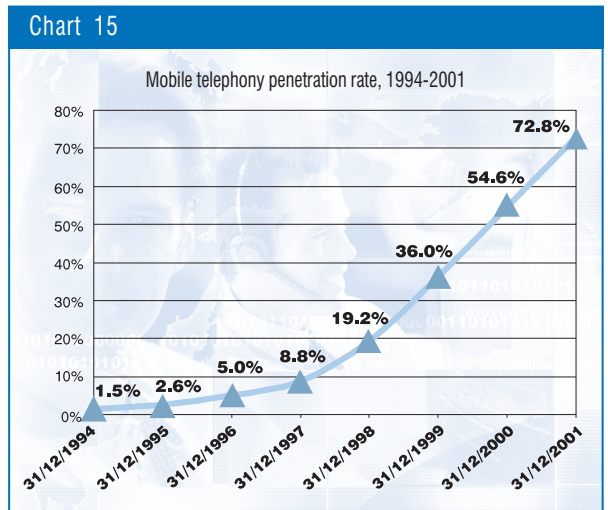


Table 2: Evolution of mobile telephony subscribers and penetration in Greece

	31/12/1994	31/12/1995	31/12/1996	31/12/1997	31/12/1998	31/12/1999	31/12/2000	31/12/2001
Subscribers	153,830	272,950	531,488	938,038	2,056,084	3,894,312	5,932,403	7,963,742
% annual change		77%	95%	76%	119%	89%	52%	34%
Penetration*	1.5%	2.6%	5.0%	8.8%	19.2%	36.0%	54.6%	72.8%

*The figures for the population of the country used in calculating penetration were derived from the 1991 and 2001 censuses conducted by the National Statistical Service, with the increase in population distributed evenly over the years intervening between the two censuses.

At the end of 2001, mobile telephony subscribers in Greece reached 7.96 million, with the corresponding penetration estimated at 72.8% (see Chart 15 and Table 2).

At the end of 2001, the numbers of mobile prepaid cards and contract subscribers show an annual increase of 45% and 19.1%, respectively. Charts 16 and 17 and Table 3 show the evolution of the three mobile telephony operators' market shares (COSMOTE, PANAFON and STET HELLAS) in terms of the total number of subscribers, as well as in terms of the breakdown of subscribers into subscriber types and between companies.

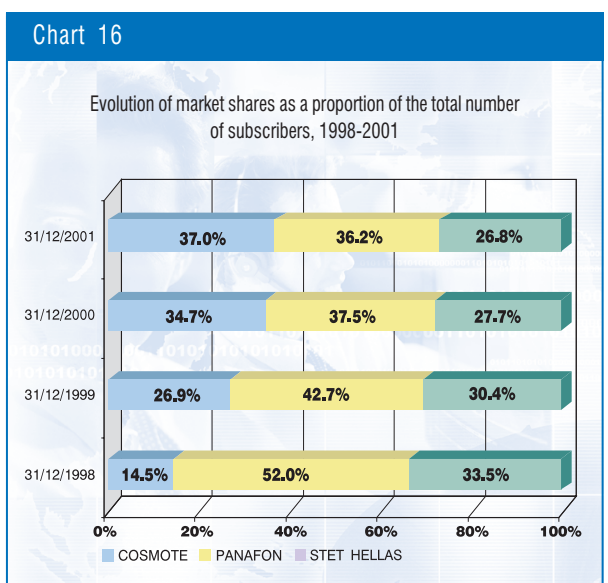




Chart 17

Evolution of mobile telephony subscribers in Greece, 1998-2001

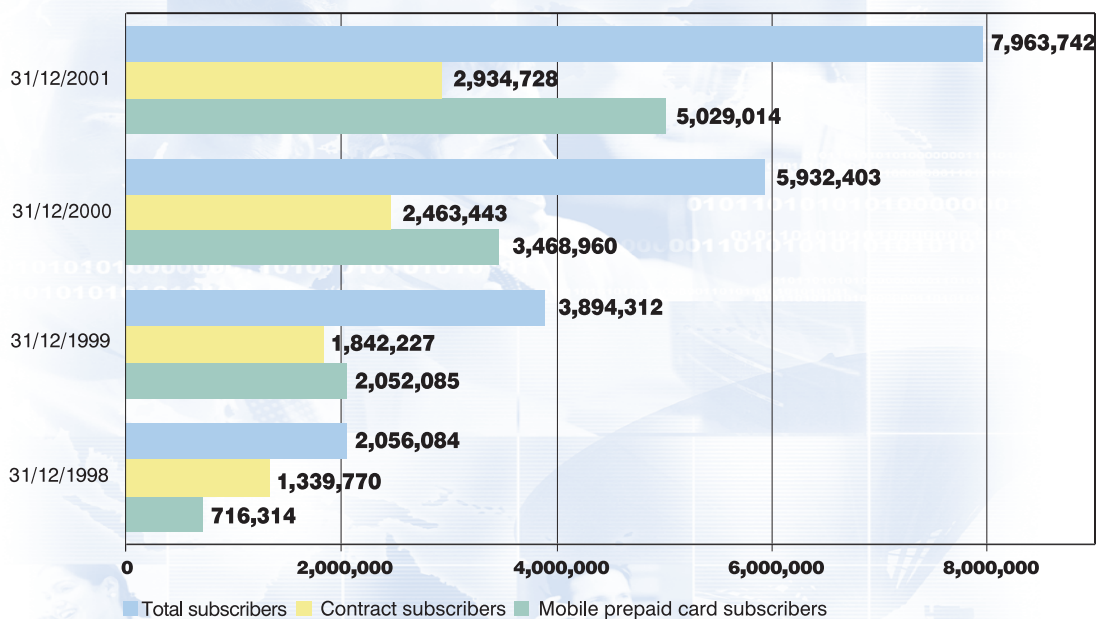


Table 3: Subscribers of mobile telephony operators

	31/12/1998	31/12/1999	31/12/2000	31/12/2001
COSMOTE				
Mobile prepaid card subscribers	36,684	370,586	855,946	1,481,765
Contract subscribers	262,154	677,766	1,205,065	1,461,767
Total subscribers	298,838	1,048,352	2,061,011	2,943,532
PANAFON				
Mobile prepaid card subscribers	382,166	948,029	1,485,000	2,074,674
Contract subscribers	686,466	715,180	741,000	810,198
Total subscribers	1,068,632	1,663,209	2,226,000	2,884,872
STET HELLAS				
Mobile prepaid card subscribers	297,464	733,470	1,128,014	1,472,575
Contract subscribers	391,150	449,281	517,378	662,763
Total subscribers	688,614	1,182,751	1,645,392	2,135,338
TOTALS				
Mobile prepaid card subscribers	716,314	2,052,085	3,468,960	5,029,014
Contract subscribers	1,339,770	1,842,227	2,463,443	2,934,728
Total subscribers	2,056,084	3,894,312	5,932,403	7,963,742



► In the next years, 3G Mobile Services are expected to provide a significant boost and new dynamism to the sector of mobile services, ensuring that mobile users will be able, via their handsets, to use computer applications and transfer large volumes of data, images, video etc. at high speeds. For each Member State, the relevant licensing procedures constitute a

precondition for the development of business activities regarding the provision of these services Table 4 shows this licensing status, as in November 2001. Through the appropriate and timely preparation and activation of EETT (see also Paragraph 3.1), the procedure for granting the relevant licences in Greece was successfully concluded in July 2001.

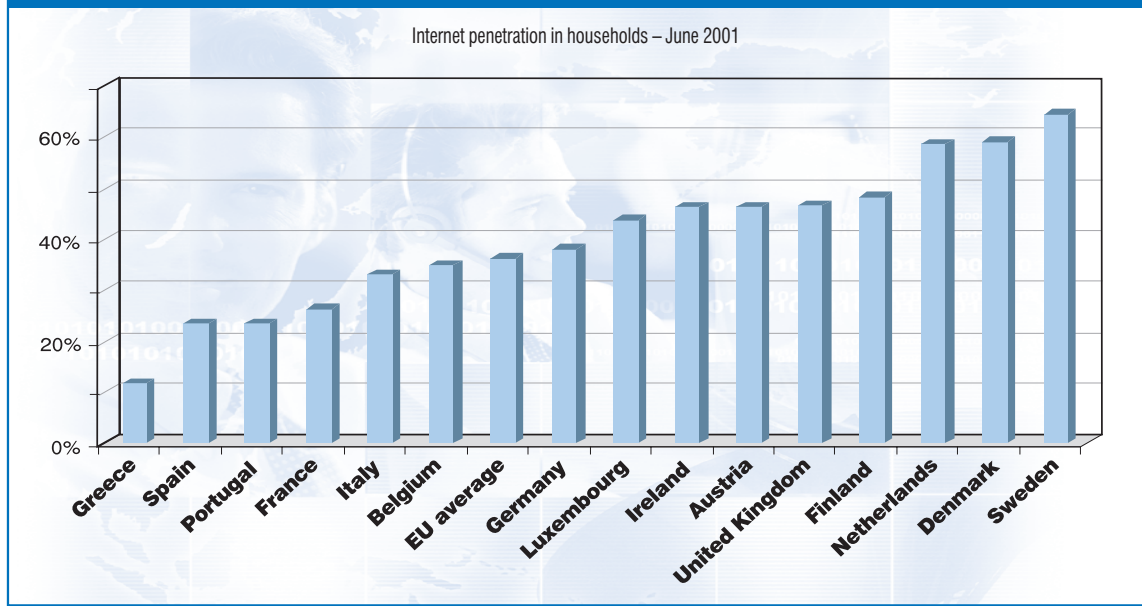
Table 4: Status of 3G (UMTS) Mobile Licensing in the EU Member States (November 2001)

EU Member	Situation	Number of Licenses Granted	License Duration	Selection method
Austria	The licences were granted in November 2000	6	20 yrs	Auction
Belgium	The licences have been granted	3	20 yrs	Auction
Denmark	The licences were granted in September 2001	4	20 yrs	Auction
Finland	The licences were granted in March 1999	4	20 yrs	Beauty contest
France	First round complete; next one expected	2	15 yrs	Beauty contest
Germany	The licences were granted in August 2000	6	20 yrs	Auction
Greece	The licences were granted in July 2001	3	20 yrs	Auction
Ireland	In the planning stage	0	15 yrs	Beauty contest
Italy	The licences were granted in October 2000	5	15 yrs	Hybrid Auction/ Beauty Contest
Luxembourg	In the planning stage	4	Under discussion	Beauty contest
Portugal	The licences were granted in November 2000	4	15 yrs	Beauty contest
Spain	The licences were granted in March 2000	4	30 yrs	Beauty contest
Sweden	The licences were granted in December 2000	4	15 yrs	Beauty contest
The Netherlands	The licences were granted in July 2000	5	16 yrs	Auction
United Kingdom	The licences were granted in April 2000	5	25 yrs	Auction

Source: Seventh Implementation Report of the European Commission



Chart 18



Note 1: The above graph includes all forms of Internet access available to households (regardless of the technology used): normal PSTN-based access or broadband access (DSL, cable modem, ISDN, FVVA). Free-of-charge connections are also included.

Note 2: Data represents estimates derived via market surveys.

Source: Eurobarometer, Seventh Implementation Report of the European Commission

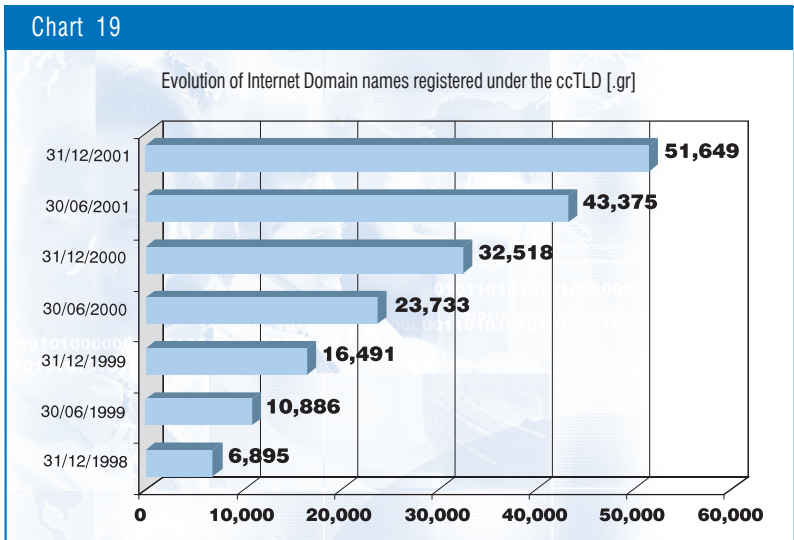
- ◆ The number of companies licensed (though not necessarily active) for the provision of Internet services and access reached 193 at the end of 2001. According to EETT estimates, about 15 of them are active at national level.

Despite the significant lag of Greece in comparison to the other European Union countries regarding Internet penetration (see Chart 18), the prospects of its use expanding in Greek society are positive, based on the estimates of recent market surveys.

According to a country-wide population⁶ representative survey which was carried out during June

and July 2001 on behalf of the National Research and Technology Network (GRNET), Internet penetration in mid-2001 was estimated at 10.1% of the adult population of the country, a percentage corresponding to 892,220 users. 75% of Internet users stated that they had begun using it during the last 2 years. Furthermore, 53% of the users stated that they owned a personal subscription (a percentage corresponding to 475,262 subscriptions), while 1.1% of the persons surveyed (24% of Internet users who were not owners of a personal subscription at the time the survey was carried out) stated their intention to acquire one in the next six months (i.e. by the end of 2001). In other words, based on the survey, an

⁶ The population sample of the survey consisted of 6,095 persons aged over 15.



Source: Foundation for Research and Technology – Computer Science Institute¹⁰.

estimate of 94,169 new personal subscriptions for the future second semester of 2001) was established⁷.

- The growth rate for Web hosts during the period July 2000 – July 2001 in Greece was estimated⁸ at 70% (with the corresponding average growth rate for W. Europe⁹ calculated at 36%), with the number of Web hosts per 1,000 inhabitants reaching 14.1% in mid-2001 (35.1% for the entire W. Europe).
- The Internet Domain names registered under the ccTLD [.gr], through which Internet presence (for commercial or other purposes) is established, showed an annual growth rate of 59% at the end of 2001 (see also Chart 19). The corresponding

increases for 2000 and 1999 were 97% and 139%, respectively.

- Chart 20 (see next page) is used for the comparative presentation by Member State of the monthly costs for Internet usage via the fixed public switched telephone network (PSTN), as valid in August 2001. The figures refer to an Internet usage of 40 peak hours per month. Reduced rate packages/offers or reduced call charges [e.g. in the case of Greece, the call charges applying for dial-up calls made using the EPAK-PEAK (Unified Panhellenic Numbers have been taken into account as applicable in each country. Prices are inclusive of Value Added Tax (as applicable in each country) and are expressed in USD PPP (Purchasing Power Parities denominated in US dollars).

⁷ A relevant study, together with the results of the survey, is available online at the following address: <http://www.ebusinessforum.gr/statistika/ereuna/>

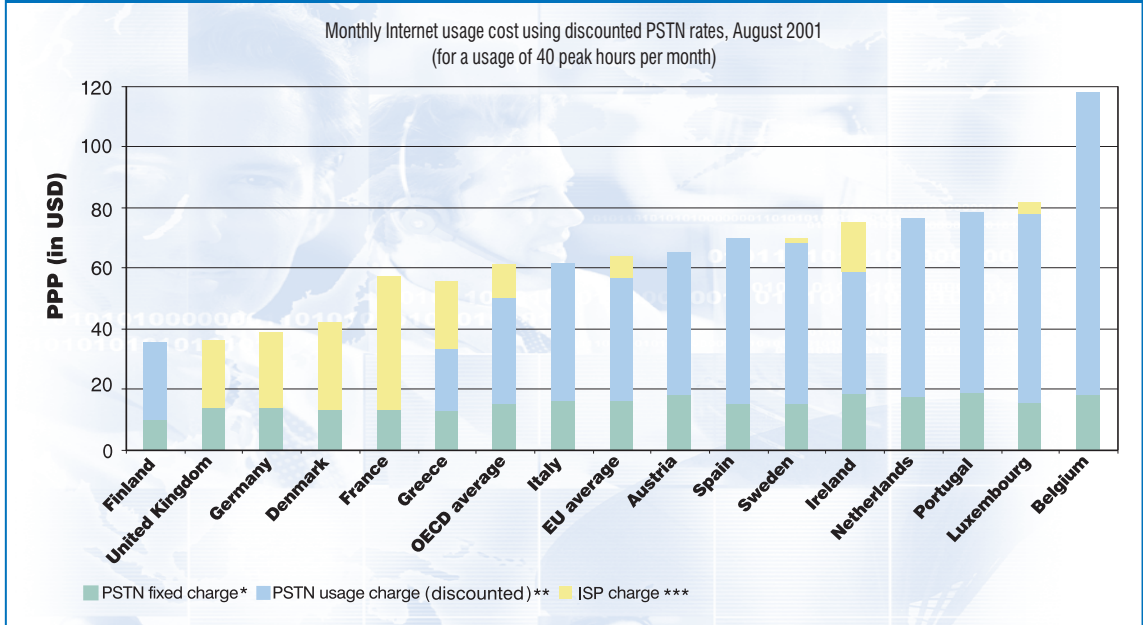
⁸ Source: EITO, October 2001, based on data by RIPE

⁹ W. Europe comprised EU Member States, including Switzerland and Norway.

¹⁰ The Internet Domain Name management unit (GR-Hostmaster) of the Computer Science Institute of the Foundation for Research and Technology is responsible for management of ccTLD [.gr] names, under the supervision of EETT.



Chart 20



* PSTN fixed charge: the monthly fixed charge for a telephone line, as applied by the incumbent operator in each country (in the case of Greece, by OTE S.A.).

** PSTN usage charge: the cost of local calls for accessing Internet services, as applied by the incumbent operator in each country (in the case of Greece, by OTE S.A.).

*** ISP charge: the cost of accessing Internet services, as applied by the largest operator (or by its subsidiary).
 Source: OECD, <http://www.oecd.org>



2. Regulatory Framework

2.1. Greece: Regulation of the liberalised telecommunications market

Implementation of L.2867/2000

Law 2867/2000, which took effect a few days prior to the end of 2000, marked the full liberalisation of the telecommunications sector in Greece and, in parallel, laid the foundations for the development of the now liberalised Greek telecommunications market. As a Framework Law, L.2867/2000 established the main directions /principles for the regulation of the telecommunications sector within a fully liberalised environment, granting extensive competence to EETT and vesting it with the statutory power necessary for adoption of all executory measures in enforcing the Law. In full compliance with the provisions of L.2867/2000, and in response to the needs of the market for immediate regulatory intervention, EETT proceeded to issue a number of Decisions of a regulatory nature on important matters.

The following are among the most important Decisions issued during 2001:

► **Regulations on General Authorisations and Individual Licences**

In the context of strengthening the regulatory powers of EETT through L.2867/2000 and of assigning to it the responsibility for all matters regarding licensing of

telecommunications operators, EETT has provided for all matters relating to General Authorisations and Individual Licences through the issue of corresponding regulatory acts.

In particular, the Regulation on Individual Licences¹¹ provides for all procedures, terms and conditions for granting Individual Licences to telecommunications operators, as well as all other details, especially regarding the duration, transfer, rental, joint exploitation, extension of duration, renewal, modification and revocation of such licences, pursuant to the provisions of article 6 par. 7 of L.2867/2000. Relevant provisions are also included in the Regulation on General Authorisations¹² for telecommunications operators active under General Authorisation status.

► **Approval of OTE S.A.'s 2001 Reference Interconnection Offer**

By its Decision No. 203/4¹³ EETT approved, following certain modifications, OTE S.A.'s 2001 Reference Interconnection Offer (RIO). The 2001 RIO, which took effect in February 2001, was published in line with the fulfilment of the obligations imposed to OTE S.A. by the relevant Community and national legislation¹⁴ concerning publication of the terms, conditions and prices¹⁵ for the interconnection offered, so that such interconnection is provided under conditions ensuring transparency, impartiality and equality regarding access to the public telecommunications network.

¹¹ "Regulation on Individual Licences", EETT Decision 207/02/2001, FEK Issue 195/B/01-03-2001.

¹² "Regulation on General Authorisations", EETT Decision 207/02/2001, FEK Issue 195/B/01-03-2001.

¹³ "OTE S.A.'s 2001 Reference Interconnection Offer", EETT Decision 203/4, FEK Issue 138/B/12-02-2001.

¹⁴ Directive 97/33/EC of the European Parliament and of the Council of 30 June 1997 on interconnection in Telecommunications with regard to ensuring Universal Service and interoperability through application of the principles of Open Network Provision (ONP), OJL 199 26/07/1997 p. 32, Presidential Decree (PD) 165/1999 (FEK Issue 159/A/1999), L.2867/2000, FEK Issue 273/A/2000.

¹⁵ Given that OTE S.A. does not apply a cost-accounting system based on the use of the Long-Run Average Incremental Costs using Current Cost Accounting (LRAIC-CC) costing standard, prices were determined based on Recommendation 98/511/EC of the European Commission and taking into consideration the European practice in general.



► ***National Numbering Plan for Telephony Services and for Mobile and Personal Communications Services***¹⁶

This is a Framework Regulation that provides for matters regarding the structure and composition of the numbers used for certain telecommunications activities, of carrier selection codes and of the manner according to which the transition to the new National Numbering Plan (NNP) is to take place.

► ***Regulation on the Management and Allocation of Numbers under the National Numbering Plan for Telephony Services and for Mobile and Personal Communications Services***¹⁷

By its Decision No. 207/06, EETT provides for all matters regarding management, reservation and allocation of numbers to network operators, with the aim to ensure transparent, non-discriminatory and impartial access to the numbering resources of the National Numbering Plan. In addition, the Regulation establishes the framework for the exercise of the basic rights and obligations of both operators and users of telecommunication networks.

► ***Regulation on the Management of Short Codes under the National Numbering Plan for Telephony Services and for Mobile and Personal Communications Services***¹⁸

The Regulation on the Management of Short Codes under the National Numbering Plan for Telephony Ser-

vices and for Mobile and Personal Communications Services, which took effect in May 2001, lays down the rules regarding the structure and management of numbers in the "1" series (short codes) under the National Numbering Plan. Furthermore, the Regulation provides for the procedures for submission of requests and for the criteria for the allocation and use of the aforementioned codes, including the charges imposed, ensuring conditions of transparent and impartial access to these codes.

► ***Regulation on the Determination of the Time of Application of the Tariffs of Telecommunications Operators***¹⁹

With this Regulation EETT, pursuant to L.2867/2000, lays down the rules regarding the obligation to publish, and the time of application of, the new tariffs of telecommunications operators who install, operate and exploit fixed or mobile telephony networks and/or provide relevant services, as well as of any changes thereto. The aim of these rules is to ensure that the relevant regulatory framework respects the principles of equal treatment of interested parties, of prohibiting unjustified discrimination, of transparency and of protection of the users as well as to safeguard free and effective competition.

► ***Determination of the Basic Level for Itemized Billing of Users of Fixed Public Telephony Networks and/or Integrated Services Digital Networks (ISDN networks)***

¹⁶ "National Numbering Plan for Telephony Services and for Mobile and Personal Communications Services", EETT Decision 206/02/2001, FEK Issue 127/B/08-02-2001.

¹⁷ "Regulation on the Management and Allocation of Numbers under the National Numbering Plan for Telephony Services and for Mobile and Personal Communications Services" EETT Decision 207/06/2001, FEK Issue 644/B/16-02-2001.

¹⁸ "Regulation on the Management of Short Codes under the National Numbering Plan for Telephony Services and for Mobile and Personal Communications Services", EETT Decision 215/31/2001, FEK Issue 644/B/28-05-2001.

¹⁹ "Regulation on the Determination of the Time of Application of the Tariffs of Telecommunications Operators", EETT Decision 208/01/2001, FEK Issue 193/B/28-02-2001.

²⁰ "Determination of the Basic Level for Itemized Billing of Users of Fixed Public Telephony Networks and/or Integrated Services Digital Networks (ISDN networks) and/or Fixed Public Telephony Services, including Value Added Services, and of the parties under obligation to provide such Billing", EETT Decision 233/34/2001, FEK Issue 1501/B/08-11-2001.



and/or Fixed Public Telephony Services, including Value Added Services, and of the parties under obligation to provide such Billing²⁰

With the issue of the relevant Regulation, EETT determined (a) the basic level for itemized billing of users of Fixed Public Telephony Networks and/or Integrated Services Digital Networks (ISDN networks) and/or Fixed Public Telephony Services, including Value Added Services, and (b) the parties under obligation to provide such billing. The aim was to implement the right of users to obtain itemized bills, allowing verification and checking of the charges that result from use of public telecommunications networks and services.

Regulation on the Assignment of Individual Radio Frequencies or Radio Frequency Bands, under Individual Licence status, for provision of Public Telecommunication Services²¹

This Regulation provides in detail for the procedure regarding assignment of individual radio frequencies or radio frequency bands, as well as the for the terms and conditions of their use, for provision of public telecommunication services under Individual Licence status. In particular, the Regulation sets out the general principles governing the assignment of frequencies, providing for matters such as the assignment procedure, the usage terms and all other details pertaining to the assignment of radio frequencies intended for provision of public telecommunication services under Individual Licence status.

Regulation on the Determination of Spectrum Usage Fees and Radio Frequency Assignment Fees²²

This Regulation applies in all cases where assignment of radio frequencies is required, pursuant to EETT Decision 210/2 of 28 February 2001. The subject-matter of the Regulation deals, inter alia, with the determination of the parties under obligation to pay radio spectrum assignment and usage fees, the time of payment of such fees and the manner in which they are calculated, in accordance with the detailed Appendices attached to the Regulation in question and constituting an integral part thereof.

Regulation on the Determination of Operating Fees for Special Radio Networks²³

This Regulation applies in all cases of special radio networks operating within the territory of Greece, and determines the parties under obligation to pay operating fees for special radio networks, the time of payment of such fees and the manner in which they are calculated, in accordance with the detailed Appendices attached to the Regulation and constituting an integral part thereof.

Regulation on Costing and Pricing Principles²⁴

In the context of the authorities granted to EETT under L.2867/2000 with respect to determining the principles that telecommunications operators must follow in costing and pricing their services, EETT, by its Decision No. 211/3, defined the costing and pricing principles regarding access to and use of the Local Loop, Leased

²¹ "Regulation on the assignment of Individual Radio Frequencies or Radio Frequency Bands, under Individual Licence status, for provision of Public Telecommunication Services", EETT Decision 210/02/2001, FEK Issue 285/B/19-03-2001.

²² "Regulation on the Determination of Spectrum Usage Fees and Radio Frequency assignment Fees", EETT Decision 210/03/2001, FEK Issue 351/B/30-03-2001.

²³ "Regulation on the Determination of Operating Fees for Special Radio Networks", EETT Decision 220/10/2001, FEK Issue 939/B/20-07-2001.

²⁴ "Regulation on Costing and Pricing Principles", EETT Decision 211/03/2001, FEK Issue 466/B/20-04-2001.



Lines and Interconnection, as well as the operators under obligation to apply these principles.

This essentially refers to the formulation of the general framework governing costing/pricing for these services, through the definition of the general principles that the obliged operators must follow in costing and pricing the above-mentioned services.

The key underlying principles of the Regulation are those referring to cost-orientation, objectivity, non-discrimination, transparency, sufficient publicity and unbundling, as well as the principle of effective competition.

► **Approval of OTE S.A.'s Reference Unbundling Offer (RUO) concerning Unbundled Access to the Local Loop**

Part 1: Fully Unbundled Access

Part 2: Shared Access

By its Decision No. 217/29²⁵, EETT approved with modifications OTE S.A.'s Reference Unbundling Offer (RUO) concerning Fully Unbundled Access to the Local Loop. This is Part 1 of the relevant RUO that regulates the terms and conditions (including prices) for provision by OTE S.A. of Fully Unbundled Access to its Local Loop to beneficiary telecommunications operators. The aforementioned Part 1 of the RUO covers only matters relating to Fully Unbundled Access.

The details concerning implementation of Shared Unbundled Access to the Local Loop of OTE S.A. are regulated in Part 2²⁶ of the RUO, published in late December 2001. The aforementioned Reference Offers were

published pursuant to the provisions of EU Regulation 2887/2000/EC, which specifies harmonised terms for Unbundled Access to the Local Loop in order to strengthen the competitive provision of a broad range of electronic communications services. They also form part of the obligations, imposed to operators who until recently enjoyed the legal monopoly over voice telephony, regarding provision to third parties of information and unbundled access under the same terms and with the same quality as those applied to the operators' own services or to the companies associated with them. The terms and conditions are publicized through the relevant Reference Offer, which is subject to the control and approval of the National Regulatory Authority.

► **Regulation on the Procedures, Terms and Conditions for conclusion of National Roaming contracts between Operators holding Individual Licences for installation, operation or exploitation of 2G and/or 3G Mobile Public Telecommunication Networks²⁷**

This Regulation, the provisions of which do not apply to Mobile Virtual Networks Operators (MVNOs), provides for the procedures, terms and conditions governing the conclusion of national roaming contracts between operators holding Individual Licences for installation, operation or exploitation of 2G and/or 3G Mobile Public Telecommunication Networks.

The national roaming agreement refers to all services which the applicant operator provides through his 2G and/or 3G mobile public telecommunications network for which he

²⁵ "Reference Offer for Fully Unbundled Access to the Local Loop of the Hellenic Telecommunications Organisation S.A. (OTE S.A.)" EETT Decision 217/29/2001, FEK Issue 751/B/15-06-2001.

²⁶ "Reference Offer for Unbundled Access to the Local Loop of the Hellenic Telecommunications Organisation S.A. (OTE S.A.) – Part 2: Shared Access to the Local Loop", EETT Decision 238/95/2001, FEK Issue 1781/B/31-12-2001.

²⁷ "Regulation on the Procedures, Terms and Conditions for conclusion of National Roaming contracts between Operators holding Individual Licences for installation, operation or exploitation of 2G and/or 3G Mobile Public Telecommunication Networks", EETT Decision 218/36/2001, FEK Issue 735/B/13-06-2001.



wishes to conclude a national roaming contract, and which may be supported by the network with which he wishes to conclude the relevant contract.

► **Electronic Signatures**

In addition to the above, equally important at the level of legislative developments was the fact that Presidential Decree (PD) 150/2001 (transposing Directive 1999/93/EC of the European Parliament and of the Council of 13 December 1999 on a Community framework for electronic signatures) grants EETT extensive powers on matters relating to electronic signatures. In particular, EETT is responsible for voluntary accreditation of certification service-providers and for checking the compliance of electronic-signature products, and may also assign the exercise of the above responsibilities to private or public bodies. In parallel, EETT exercises supervision and control of the certification service-providers established in Greece, as well as of the accreditation bodies appointed by EETT itself.

2.2. Developments in the European Union

2.2.1. *The New Regulatory Framework*

Recognizing the urgent need for Europe to take advantage of the opportunities opened up by the

digital and knowledge-based economy and especially by the Internet, the Heads of State and of Government of the 15 Member States set at the Lisbon European Council (March 2000) the ambitious goal for Europe to become in the coming decade “the most competitive and dynamic knowledge-based economy in the world”. Moreover, the establishment of the “eEurope Action Plan” in the Feira European Council (June 2000) was also a result of the above assessment concerning the new emerging environment.

Towards achieving this goal, the European Parliament and the Council were working towards the adoption of the New Regulatory Framework for electronic communications, which is specially designed to meet the needs of increasingly competitive and converging markets. The new Communications Reform Package (finally adopted in March 2002) includes four harmonisation Directives²⁸, namely a Framework Directive and three specific Directives on access and interconnection, authorisation, universal services and user rights, and data protection in telecommunications services²⁹. In addition, it comprises a Regulation on the unbundling of the local loop, a Decision on Community radio spectrum policy, and a draft consolidated and simplified Liberalisation Directive.

²⁸ Directive of the European Parliament and of the Council on a common regulatory framework for electronic communications networks and services.

Directive of the European Parliament and of the Council on access to, and interconnection of, electronic communications networks and associated facilities.

Directive of the European Parliament and of the Council on the authorisation of electronic communications networks and services.

Directive of the European Parliament and of the Council on universal service and users' rights relating to electronic communications networks and services.

Directive of the European Parliament and of the Council concerning the processing of personal data and the protection of privacy in the electronic communications sector.

²⁹ This Directive was adopted on 25 June 2002.



The New Regulatory Framework places emphasis on the following points:

- ▶ **Scope of Application:** In order to ensure cohesion among EU Member States in what regards the approach to the various infrastructures, the New Regulatory Framework covers electronic communications as well as networks in their entirety, i.e. terrestrial and satellite networks (wire-based and wireless), including (a) the public telephone network, (b) the networks using Internet Protocol (IP) technologies, (c) cable TV networks, as well as broadcast network infrastructures. In addition, the New Regulatory Framework aims at the convergence of telecommunications, IT technologies and Media, through the application of the principle of technological neutrality.
- ▶ **Deregulation:** Taking account of the transitional nature of the sector-specific measures and of the overall objective that regulation should be kept to the minimum where competition is self-sustaining, the New Regulatory Framework develops mechanisms in order to ensure the gradual phasing-out of sector-specific regulation, as effective competition develops in the individual telecommunications markets. Ex-ante intervention is still restricted to operators possessing Significant Market Power in each individual market, while in parallel the concept of Significant Market Power³⁰ is shifting towards alignment with that of Dominant Position³¹, as the latter is defined in the case law of the Court of Justice and the Court of First Instance of the European Communities.
- ▶ **Licensing:** In the context of opening-up of the telecommunications markets, and in order to further facilitate the entry of new players in the market for electronic communications, Individual Licences and the bureaucratic procedures associated with their granting are replaced by a system of General Authorisations for the provision of electronic communications services that are accompanied with special usage rights in cases where use of numbers or radio frequencies is required.
- ▶ **Strengthening of the internal market:** Emphasis is placed on the organisation of strong coordination mechanisms at the European level. In particular, National Regulatory Authorities must consult all interested parties on proposed decisions and take account of their comments before adopting a final decision. In order to ensure that decisions at national level do not have an adverse effect on the single market or other Treaty objectives, NRAs have the obligation to notify certain draft decisions to the Commission and other NRAs to give them the opportunity to comment. It is appropriate for NRAs to consult interested parties on all draft measures, which have an effect on trade between Member States. In the context of the New Regulatory Framework, the European Commission will be able, after consulting the Communications Committee, to require a National Regulatory Authority to withdraw a draft measure where it concerns definition of relevant markets or the designation or not of undertakings with significant market power,

³⁰ According to the Regulatory Framework in force, a telecommunications operator is characterised as Operator with Significant Market Power when it holds a share equal to or higher than 25% in the geographical market where it is active and in the telecommunications scope of a specific service. However, EETT may by a specially reasoned decision and pursuant to the definitions under Community and national law, specify that an operator holding a market share lower or higher than 25% in a specific market is or is not, respectively, an Operator with Significant Market Power.

³¹ According to the Jurisprudence of the European Court of Justice (ECJ), Dominant Position is defined as "the position of financial power that an undertaking holds and which allows it to hinder the existence of effective competition in the relevant market, allowing such undertaking to behave, to a significant degree, independently of its competitors and customers and, ultimately, of the consumers".



and where such decisions would create a barrier to the single market or would be incompatible with Community law and in particular the policy objectives that NRAs should follow.

- ▀ **Universal Service:** Maintenance of the Universal Service obligations is a key concern, in order to avoid instances of exclusion from the Information Society. In this context, the current scope of application for the Universal Service obligations is maintained, while suitable mechanisms are introduced for its review, where necessary.
- ▀ **Strengthening of Regulatory Authorities:** The New Regulatory Framework provides for strengthening of the role of National Regulatory Authorities, given that the individual markets for electronic communications are characterised by high mobility which is directly connected to technological developments, and thus require specialised regulatory intervention.

2.2.2. The Seventh Report of the European Commission

As characteristically pointed out in the Seventh Report³² of the European Commission, the implementation of the New Regulatory Framework is founded on the full and coherent implementation of the current Regulatory Framework.

Concerning developments in the telecommunications sector during 2001, the main conclusion, as mentioned in the Report³³, is that “against a generally pessimistic macroeconomic background, the telecommunications services sector is remarkably buoyant and the National Regulatory Authorities continue to progress implementation of liberalisation”. Continuing differentiations in the

implementation of the New Regulatory Framework lead to the conclusion that the precondition for a single filed of action and a single European market for telecommunications services in the future is the creation of a strong mechanism for transparency, combined with the improvement of the coordination between National Regulatory Authorities.

According to the conclusions of the Seventh Report, National Regulatory Authorities are at the heart of the regulatory process, providing the necessary interface for implementing Community regulations in line with national regulatory frameworks and market conditions. During 2001, National Regulatory Authorities have deployed increasing expertise and authority in regulating the telecommunications sector, with results that are evident in the market (expansion in the choices available to consumers concerning services/suppliers, decrease of prices).

Referring to Greece, the Commission notes that “the adoption of the new Telecommunications Law in 2000 and the transfer of powers from the Ministry of Transport and Communications to EETT, the National Regulatory Authority, is considered by the industry as bringing clarity and legal certainty”. The Commission also notes the fact that “all operators welcome the transfer of powers to EETT. They also recognise the efforts of EETT to regulate the market efficiently”.

In relation to licensing matters, the Report states that “the new licensing regime is much lighter than the previous one, the procedures have been further simplified and time limits are stricter. It seems that, following such transfer and the adoption of the Regulations, the situation has improved dramatically and all applications for licences filed as required by law have been granted”.

³² Communication from the Commission to the Council, the European Parliament, the Economic and Social Committee and the Committee of the Regions, “Seventh Report on the Implementation of the Telecommunications Regulatory Package”, COM (2001) 706, p.2. Also available from: http://europa.eu.int/information_society/topics/telecoms/implementation/annual_report/7report/index_en.htm

³³ *ibid.*, p. 2



Telecommunications

Sector

A Telecommunications Networks and Services





3. Increase of the Number of Operators

3.1. Third Generation (3G) Mobile Communications Licences

3.1.1. Introduction

The rapid growth of mobile telephony and the advent of 3G (UMTS) Mobile Communications marked a new era in international communications. This fact, combined with the high penetration of mobile telephony in our country during the previous years and with its estimated further growth, necessitated the participation of Greece in the new mobile communications technologies. The State had recognised in time the importance of installing and developing these systems in our country for further opening-up the market and for providing new high-quality services to citizens. For this purpose, EETT, as the competent authority, was assigned in the end of 2000 with the task to organise and carry out the licensing procedures for the above systems.

On its part, EETT had already begun a detailed evaluation of all issues relating to the licensing procedure. Taking into consideration the increased requirements and the complexity of the procedures involved, EETT cooperated with internationally recognised consultancies, selected through an open public tender procedure, for planning the licensing activities. The licensing procedure comprised two stages aiming, inter alia, to record the views and queries of interested parties as well as to inform candidates in detail of the conditions for participation in the auction and of the obligations of the bidders. The main objective was to establish conditions suitable for facilitating entrants in this new market and for strengthening competition to the benefit of consumers.

The schedule set by EETT was faithfully adhered to and the auction was successfully concluded

within a period of five and a half months, which by international standards is an exceptionally short period for such a demanding and complex project.

The procedure was thoroughly organised and was conducted under conditions of full transparency, resulting in the granting of 3G Mobile Communications Licences. A key feature of the procedure was that the market was given the opportunity to freely determine the value of the licences, leading to results beyond any contestation. The result of the auction contributed to the further opening-up of the market and is expected to bring about various benefits to the consumers, strengthening in parallel the economy of the country. Moreover, it led to the collection by the Greek State of considerable revenues, amounting to EURO 484.5 million (GRD 165.1 billion).

3.1.2. Third Generation (3G) Mobile Communications Systems

UMTS networks allow the provision of new, advanced services and applications beyond those already provided by 2G networks (i.e. voice services, SMS, WAP and basic information services). In particular, 3G networks are capable of providing data services, allowing the development of numerous applications relating to both interpersonal communications and computer-based "communications" -interfacing, such as:

- ✓ Teleconferencing services
- ✓ Internet services (electronic mail, chat and Internet navigation, electronic commerce etc.)
- ✓ Interbanking transactions
- ✓ Entertainment services, such as interactive games, music videos, film trailers

It is evident from the above that, with the introduction of



3G networks, the wireless communications sector will contribute to the creation of new markets over the Internet.

Other services which are considered to be more innovative and may possibly be provided by these networks include remote monitoring of home or office premises, stock exchange information services and automatic messaging concerning fluctuations in the value of shares, tracing of optimal route and identification of the user location, remote diagnosis (e.g. monitoring of a car engine by the workshop and notification of a potential malfunction), tracking of vehicles and goods deliveries etc.

It will be possible for these services to be priced on the basis of network usage degree or data volumes, instead of being priced based on the duration of the subscriber's use of the network services, as is the case today. The application of appropriate tariffication will play a significant part in determining the impact and success of these services.

3.1.3. Objectives of the licensing procedure

The principal objectives of the procedure for granting the Individual Licences for installation, operation and exploitation of a public telecommunications network supporting 3G Mobile Communications and for provision of corresponding 3G services were the following:

- ✓ To grant the licences to operators capable of exploiting them in the best possible way, to the benefit of the consumers
- ✓ To ensure timely provision of the services to Greek consumers, under favourable conditions

- ✓ To ensure the provision of these services during the period in which the 2004 Athens Olympic Games are going to be held
- ✓ To ensure that competition in this particular market is fair and operates under conditions securing the long-term viability of operators
- ✓ To promote new technologies and in particular the convergence of Internet technologies and mobile telephony in Greece, at the quickest possible pace
- ✓ To achieve efficient spectrum management
- ✓ To receive, on behalf of the State and, by extension, of the society in its entirety, a reasonable price for granting the rights to the use of a scarce resource
- ✓ To achieve the above through fair, equal and transparent procedures

3.1.4. Timing of the licence granting procedure

The procedure for granting the said Individual Licences took place in accordance to the following timetable:

Table 5: Timing of the licence granting procedure

February 23 - March 26	Public Consultation
April 9	Publication of Public Consultation results
May 7	Publication of the Information Memorandum
June 1	Publication of the Invitation to Tender
July 2 and 3	Submission of participation envelopes
July 11 and 13	Procedure for granting 3G Individual Licences
August 6	Granting of 3G Individual Licences

It is worth noting here that this timetable was specified and announced upon the commencement of the project and was faithfully adhered to in terms of total time. The timetable provided for conducting the



shortest ever licensing procedure for 3G Mobile Communications in Europe.

3.1.5. Public Consultation

The Public Consultation process was held between 23 February and 26 March 2001. Using a suitably formulated Q&A list, its purpose was to provide all interested parties with the opportunity to express their views and remarks concerning the licensing procedure planned. The parties that responded to it were the following:

1. COSMOTE
2. CHAOS ME S.A.
3. ERICSSON HELLAS S.A.
4. PANAFON
5. STET HELLAS
6. UMTS FORUM
7. WIND TELECOMUNICAZIONI S.P.A.

After the Public Consultation process was concluded, responses were codified and processed. EETT, having available in writing the views of the above parties concerning the licensing framework, and taking into consideration relevant techno-economic studies conducted under the project, had to set out suitable technical specifications, assess the financial scope of the licences and, finally, lay down the terms and conditions for their granting. On 5 May 2001, the Minister of Transport and Communications accepted the EETT recommendations and issued a relevant Ministerial Decision (YA) (26998/1738/02-05-2001).

3.1.6. Publication of the Information Memorandum

On 7 May 2001, the Information Memorandum (the Memorandum) was published in both Greek and

English. The Memorandum presented:

- ✓ The procedure to be followed for granting the 3G Mobile Communications Licences
- ✓ The criteria that parties interested to participate should meet
- ✓ The obligations to be undertaken by the participants, in the event they were granted a licence, concerning both the development of their network and the payment method for the auction proceeds

Interested parties were then given the opportunity to submit queries and views concerning the text. It is pointed out that the Memorandum set out the timetable (as presented above) for conclusion of the licensing procedure, adherence to which was directly connected to ensuring the transparency and integrity of the procedure.

After commencement of the licence granting procedure and until its conclusion, EETT organised a campaign for promoting the auction and informing all interested parties. In this context, EETT created a special area on its website where all relevant texts, decisions and announcements were published, contacted all large mobile telephony operators active mainly in Europe and informed Commercial Attachés and Embassies, financial institutions, banks and the international press. In parallel, EETT executives participated in international conferences/events concerning developments in licensing of 3G Mobile Communications.

As a result of this extensive information campaign and after the publication of the Memorandum, two of the largest mobile telephony operators in Europe, Hutchison 3G Europe and Orange S.A., expressed their interest for the procedure.



In total, the following operators expressed their remarks on the Memorandum:

1. PPC TELECOMMUNICATIONS S.A.
2. COSMOTE
3. HUTCHISON 3G EUROPE
4. ORANGE S.A.
5. PANAFON
6. STET HELLAS
7. WIND TELECOMUNICAZIONI S.P.A.

3.1.7. Publication of the Invitation to Tender

The Invitation to Tender, describing the licensing procedure in detail, was published on 1 June 2001, in printed and electronic format and in both Greek and English. In particular, this document contained:

- ✓ The criteria concerning technical and financial adequacy for participation in the licensing procedure
- ✓ The restrictions concerning the ownership status of participating entities
- ✓ The description of the phases and intermediate stages of the auction
- ✓ The minimum price to be paid in each phase
- ✓ The terms concerning coverage percentages and growth rate for the networks
- ✓ The terms concerning payment of the auction proceeds and draft texts of the licences to be allocated

On 21 June, clarifications on the Invitation to Tender were given through the EETT website. On 26 June 2001, additional clarifications were given, concerning the procedure for the submission of applications and the opening of the bids.

According to the provisions of the Invitation to Tender, licence holders would undertake the obligation to

install, operate and maintain the equipment necessary for the provision of services meeting at least the following requirements:

- ✓ 25% minimum coverage of Greek population by December 2003
- ✓ Coverage by June 2004 of Olympic Games facilities and of all locations within Attica where similar activities are to take place, as well as of the main road arteries that lead to the above locations and lie within Attica
- ✓ 50% minimum coverage of Greek population by December 2006

3.1.8. Procedure for prequalification of participants

Between the date on which the Invitation to Tender was issued and the date on which the prequalification procedure commenced, the time elapsed was sufficient for interested parties to prepare their participation envelopes. Submission of participation envelopes took place on Monday 2 July and Tuesday 3 July 2001.

The prequalification of candidates then followed, based on the examination of the contents of the applications and envelopes submitted, and on 10 July the list of participants in the procedure was announced. The participants were the following companies:

1. COSMOTE
2. PANAFON
3. STET HELLAS

3.1.9. Auction for 3G Mobile Communications Licences

The auction type selected was that of the auction using sealed bids: in this, each bidder paid the



price specified in his bids, which had to be higher than or equal to the opening price set for each phase. A maximum of four licences were to be granted. The design of the auction aimed at creating incentives and strengthening the participation of new entrants, providing for a number of licences which exceeded by one the number of incumbent mobile telephony operators.

The total spectrum available for auctioning in the context of the licensing procedure was:

- ✓ 2 x 60 MHz paired bandwidth in the 1920-1980 MHz and 2110-2170 MHz band
- ✓ 20 MHz unpaired bandwidth frequencies in the 900-1920 MHz band

According to the design of the auction, the bandwidth for each licence was not fixed, but instead participants were allowed to determine it depending on estimates of their future needs. This was an innovative design on a worldwide scale, as it provided for different phases depending on the level of interest expressed. Thus, at the initial stage, the efforts concerned the creation of a market with four operators and, if

this was not achieved, of a market with three operators, and so on.

The auction was conducted in three phases. In Phase 1, 2x10 MHz (paired) plus 5 MHz (unpaired) radio frequency blocks were allocated (Basic Licences). In Phase 2, additional 2x5 MHz radio frequency blocks were allocated, and in Phase 3 the positioning of the radio frequency blocks within the available spectrum band was specified. Opening prices for the Basic Licences as well as for the additional radio frequency blocks for new entrants and for incumbent operators are given in Table 6.

Phase 1 commenced on Tuesday 11 July 2001 and was concluded on Wednesday 12 July 2001. No new entrant participated in this phase, and 2 Basic Licences were granted for 2x10 MHz (paired) plus 5 MHz (unpaired) bandwidth to all participants. Phase 2, regarding the allocation of additional radio frequency blocks to those who had obtained Basic Licences, was held on Friday 13 July 2001. As a result of combinatorial bidding, two additional radio frequency blocks were granted to PANAFON and one to COSMOTE. STET HELLAS did not express its interest for additional radio frequency blocks.

Table 6: Opening prices

	Opening price for new entrant operators	Opening price for incumbent operators
Phase 1 (1 2x10 MHz block + 5 MHz)	EURO 146,735,143 (GRD 50 bn.)	EURO 146,735,143 (GRD 50 bn.)
Phase 2 (Reserved 2x5 MHz additional block)	EURO 2,934,702 * (GRD 1 bn.)	n/a
Phase 2 (Non-reserved additional 2x5 MHz blocks)	EURO 14,673,514 (GRD 5 bn.)	EURO 14,673,514 (GRD 5 bn.)

* Applicable only if the new entrant had obtained a Basic Licence in the initial stage of Phase 1 of the auction.



Table 7: Spectrum band for 3G Mobile Communications

Bandwidth	Bidder	Auction proceeds
2x20 MHz FDD and 5 MHz TDD	PANAFON	EURO 176,376,199 (GRD 60,100,189,809)
2x15 MHz FDD and 5 MHz TDD	COSMOTE	EURO 161,411,701 (GRD 55,001,037,116)
2x10 MHz FDD and 5 MHz TDD	STET HELLAS	EURO 146,735,169 (GRD 50,000,008,837)

Table 8: Spectrum band for 3G Mobile Communications

Bidder	Radio Frequency Block
PANAFON	1920.3-1940.3 MHz & 2110.3-2130.3 MHz 1915.1 - 1920.1 MHz
COSMOTE	1950.3-1965.3 MHz & 2140.3-2155.3 MHz 1905.1-1910.1 MHz
STET HELLAS	1940.3-1950.3 MHz & 2130.3-2140.3 MHz 1910.1-1915.1 MHz

Table 7 shows the final radio frequencies allocated and the corresponding auction proceeds for 3G Mobile Communications Licences.

Phase 3 then followed, for positioning the radio frequency blocks allocated as above within the available spectrum band (see Table 8).

As a result of the fact that EETT designed the competitive procedure in a way that allowed the number of licences and the bandwidth for each one of them to be market-driven, the participants obtained the licences, which they had foreseen as necessary for meeting the needs of their client base in the future.

3.1.10. Method of payment of the auction proceeds

In accordance with the provisions of the Invitation to Tender, the auction proceeds were paid in the following manner:

- ▶ 70% of the auction proceeds was paid within 20 days (6 August 2001) from the date on which the EETT Decision appointing the successful bidders was issued.

Table 9: Payment dates of auction proceeds and corresponding amounts

Operators	06/08/01	20/12/05	20/12/06	20/12/07	TOTAL
PANAFON (EURO / GRD)	123,463,339 42,070,132,764	17,637,620 6,010,019,015	17,637,620 6,010,019,015	17,637,620 6,010,019,015	176,376,199 60,100,189,809
COSMOTE (EURO / GRD)	112,988,191 38,500,726,083	16,141,170 5,500,103,678	16,141,170 5,500,103,678	16,141,170 5,500,103,677	161,411,701 55,001,037,116
STET HELLAS (EURO / GRD)	102,714,618 35,000,006,084	14,673,517 5,000,000,918	14,673,517 5,000,000,918	14,673,517 5,000,000,917	146,735,169 50,000,008,837
TOTAL (EURO / GRD)	339,166,148 115,570,864,931	48,452,307 16,510,123,611	48,452,307 16,510,123,611	48,452,307 16,510,123,609	484,523,069 165,101,235,762



- ▶ The remaining price (30% of the auction proceeds) will consist of equal instalment amounts payable annually, the first such payment being paid in December 2005.

In particular, bidders shall pay the instalment amounts shown in Table 9.

3.1.11. Conclusions

The procedure for granting 3G Mobile Communications Licences was judged by all interested parties to be absolutely transparent, fair and efficient. Any legal or other disputes, which might jeopardize the outcome or the timeframe of the procedure were avoided. It should be noted that the experience from corresponding auctions conducted in other European countries is very different.

In evaluating the procedure, it is important to take into consideration the following factors:

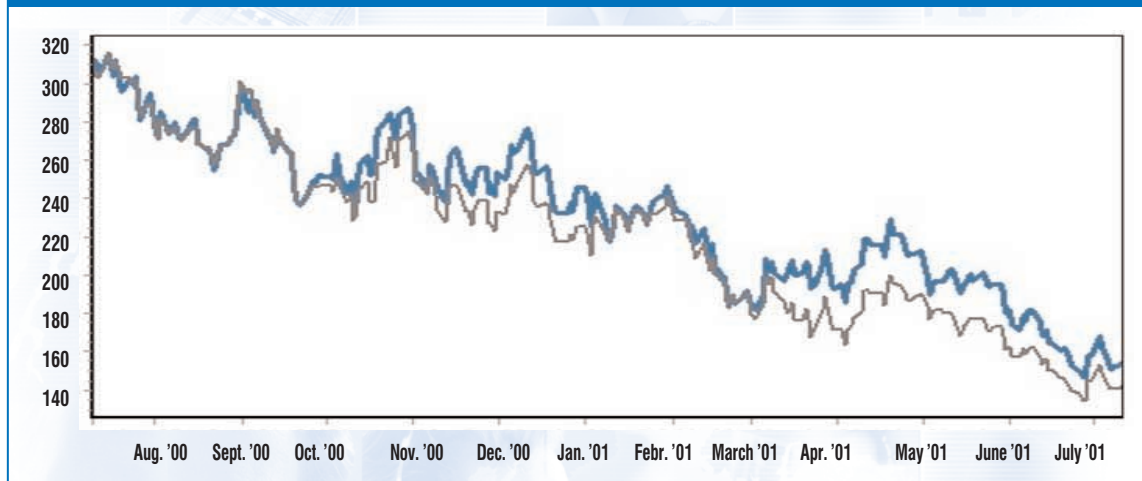
- ✓ The timeframe for concluding the licensing procedure was the shortest among all EU countries
- ✓ In view of the 2004 Olympic Games, Greece was obliged to quickly grant the Licences for 3G Mobile Communications, so that the networks necessary for provision of the corresponding services could be developed
- ✓ Most European countries had already granted Licences for 3G Mobile Communications
- ✓ The licensing procedure in Greece took place at a time when the economic conjuncture, in the Greek and international markets, was unfavourable. This situation is shown in Table 10 and in Chart 21 on the next page
- ✓ The adverse developments in the telecommunications sector, such as the uncertainty concerning the start of terminal devices sales and the guarded -to this date- optimism about the success of similar services, such as WAP

Table 10: Economic conjuncture per country and timing of the licensing procedure (Fluctuation of Nasdaq and LSE FTSE indices for the period Apr.2000-Jul.2001)

Auction	Date	Nasdaq Telecom Index		LSE FTSE Telecom Index	
		Index Value	% Change against Sep.2000	Index Value	% Change against Apr.2000
United Kingdom	Apr. 2000	1 100	0.0%	315	0.0%
Netherlands	Jul. 2000	870	-20.9%	310	-1.6%
Germany	Aug. 2000	770	-30.0%	290	-7.9%
Italy	Oct. 2000	730	-33.6%	250	-20.6%
Austria	Nov. 2000	600	-45.5%	270	-14.3%
Switzerland, Poland	Dec. 2000	480	-56.4%	230	-27.0%
Belgium	Feb. 2001	500	-54.5%	230	-27.0%
Greece	Jul. 2001	300	-72.7%	150	-52.4%



Chart 21: Telecommunications Index LSE FTSE



— : British Telecom share price — : LSE FTSE Index value

Table 11: Ranking of European countries by price paid per inhabitant

No.	Country	Total revenues (GRD bn.)	Price per inhabitant GRD 000s)
1.	Germany	17,312	209.9
2.	United Kingdom	11,872	200.4
3.	Italy	4,708	81.4
4.	Netherlands	915	57.9
5.	France	3,377	57.2
6.	Austria	240	29.6
7.	Greece	165	15.6
8.	Belgium	153	15.0
9.	Portugal	136	13.6
10.	Norway	34	7.5
11.	Switzerland	46	6.1
12.	Spain	182	4.8
13.	Sweden	0	0.0
14.	Finland	0	0.0

Despite the unfavourable economic climate prevailing worldwide, EETT collected significant revenue on behalf of the State. In parallel, a comparison of the prices paid per inhabitant and per GDP unit for 3G Licences, presented in Tables 11 and 12, shows that the licences in Greece were granted for a reasonable price, avoiding the negative con-

sequences that have arisen in the cases of the United Kingdom and of Germany. In these two cases, a series of reactions and concerns were manifested concerning the capability of the operators to exploit the licences that they obtained and the possibility of the consumers bearing in full the excessively high price paid for the purchase of the licences.



Table 12: Ranking of European countries by price paid per GDP unit

No.	Country	Total revenue (GRD bn.)	Price per GDP unit
1.	Germany	17,312	23.51
2.	United Kingdom	11,872	23.38
3.	Italy	4,708	9.35
4.	France	3,377	6.92
5.	Netherlands	915	5.96
6.	Austria	240	3.21
7.	Greece	165	2.74
8.	Portugal	136	2.18
9.	Belgium	153	1.62
10.	Norway	34	0.71
11.	Spain	182	0.70
12.	Switzerland	46	0.57
13.	Sweden	0	0.00
14.	Finland	0	0.00

Undoubtedly, this project was a major challenge for EETT, as its outcome will significantly influence the future landscape of the Greek telecommunications sector, and will in parallel exercise a positive effect on the national economy. Granting of these licences will decisively contribute to the modernisation of the network infrastructure of our country and will upgrade the quality and quantity of the services provided to consumers. The licensed operators are expected to quickly develop modern networks, capable of supporting a set of tele-services that will contribute not only to the improvement in the quality of life but also to the economic growth of Greece. Finally, the strong interrelation existing between the increased telecommunications needs of our country during the 2004 Olympics and the development of 3G networks, which can satisfy a significant part of these needs, should be stressed. This interrelation will contribute towards further strengthening the domestic telecommunications sector and promoting competition, with considerable benefits for the consumers.

3. 2. Second Generation (2G) Mobile Communications Licences

3.2.1. Introduction

Until August 2001, there were three mobile telephony (2G Mobile Communications) operators active in Greece. Two of them, PANAFON and STET HELLAS, operated exclusively in the GSM band, while the third one, COSMOTE, operated exclusively in the DCS band.

Aware that sufficient unallocated spectrum was available in the two spectrum bands (in the GSM band and especially in the DCS band), which at the European level is made available for use to 2G Mobile Communications operators, as well as of the fact that Greece was one of the few European countries where mobile telephony operators were active exclusively in one of the two bands, the State decided to allocate the remaining (unallocated) spectrum.



In this context, and following a relevant Public Consultation process held in July 2000, it was decided that the procedure for allocating this spectrum should form part of the procedure for granting 3G Mobile Communications Licences. The relevant Ministerial Decision (YA 58648/4946), specifying the terms for conducting the above procedures, was issued. On the basis of the aforementioned Ministerial Decision, the procedure for granting the 2G Mobile Communications Licences followed a course parallel to that for 3G Licences. In this way, the Public Consultation and the Information Memorandum and Invitation to Tender were common for the two auctions, despite the fact that the design of the procedure was different for each case.

The auction for granting 2G Licences was conducted under conditions of full transparency and based on procedures beyond contestation, and was successfully concluded. The result is considered particularly important for the Greek mobile communications market, as it led to the entry of one new mobile telephony operator, thus strengthening competition in the corresponding market. In addition, the auction contributed to the collection, on behalf of the Greek State, of significant revenues, which amounted to EURO 162 mill. (GRD 55.2 bn.).

3.2.2. Licensing procedure

The design of the auction for granting the 2G Mobile Communications Licences was innovative and relied on combinatorial bidding using sealed bids: under this procedure, each bidder paid the price specified in his bid, which had to be higher than or equal to the opening price set.

The design ensured that the bandwidth for each licence was not necessarily fixed, but instead participants were allowed to determine it depending on estimates of their future needs. A maximum of four licences

were to be granted, one more than the number of incumbent mobile telephony operators.

As already mentioned, the procedure followed the same timetable with that for 3G Mobile Communications Licences. Given that the Public Consultation, the Information Memorandum and the Invitation to Tender were common for the two licensing procedures, the same parties expressed their views and remarks.

The companies selected to participate in the procedure were the following:

1. COSMOTE
2. INFOQUEST S.A.
3. PANAFON
4. STET HELLAS

The obligations of the holders of the new 2G Licences regarding coverage were as follows:

- ▶ New entrants not holding a 3G Mobile Communications Licence would undertake the obligation to install, operate and maintain the equipment required for the provision of services meeting the following requirements:
 - ✓ 25% minimum coverage of Greek population by December 2003
 - ✓ 50% minimum coverage of Greek population by December 2006
- ▶ The above obligations did not apply for those already holding a 2G Mobile Communications Licence

The total spectrum available for allocation was 2x50 MHz in the DCS band and 2x10 MHz in the GSM/EGSM band. The spectrum under allocation was divided into 2x5 MHz radio frequency blocks, in

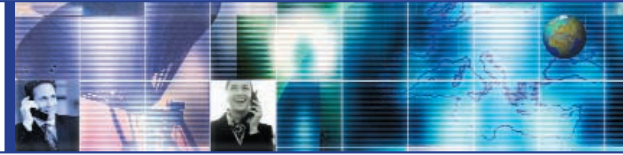


Table 13: Opening prices (in GRD) for incumbent operators

		DCS						
GSM	(MHz)	0	2 x 5	2 x 10	2 x 15	2 x 20	2 x 25	2 x 30
	0		9 bn.	18 bn.	27 bn.	36 bn.	45 bn.	54 bn.
	2 x 5	12 bn.	21 bn.	30 bn.	39 bn.	48 bn.	57 bn.	
	2 x 10							

Table 14: Opening prices (in GRD) for new entrant operators

		DCS						
GSM	(MHz)	0	2 x 5	2 x 10	2 x 15	2 x 20	2 x 25	2 x 30
	0			7 bn.	14 bn.	22 bn.	31 bn.	40 bn.
	2 x 5		7 bn.	14 bn.	22 bn.	31 bn.	40 bn.	
	2 x 10	13 bn.	19 bn.	26 bn.	34 bn.	43 bn.		

both the GSM/EGSM and the DCS band. Four 2x5 MHz radio frequency blocks in the DCS band and one 2x5 MHz block in the EGSM band were reserved for new entrants. The six 2x5 MHz blocks in the DCS band and the one 2x5 MHz block in the GSM band were available to all interested parties.

The radio frequency blocks allocated were defined based on the options selected by each participant and under the condition that, after the conclusion of the procedure, the total bandwidth in the 2G band held by each participant:

- ✓ would not exceed 2x30 MHz
- ✓ would not be less than 2x10 MHz including the bandwidth already held by the participant concerned.

The opening prices for incumbent and new entrant operators are given in Tables 13 and 14, respectively.

The procedure for granting the 2G (GSM/DCS) Mobile Communications Licences was conducted on Tuesday 17 July. The final allocations and the auction proceeds as well as the positioning of the radio frequency blocks within the available spectrum band are given in Tables 15 and 16 respectively, as presented below. On 6 August 2001, the bidders paid the entire amount of the auction proceeds in cash.

Table 15: Spectrum allocation to bidders

Radio frequency band for 2G Mobile Communications		
Bandwidth	Bidder	Auction proceeds
2 x 10 MHz DCS and 2 x 5 MHz GSM	PANAFON	EURO 115,019,983 (GRD 39,193,059,207)
2 x 5 MHz DCS	STET HELLAS	EURO 26,412,331 (GRD 9,000,001,788)
2 x 10 MHz DCS	INFOQUEST S.A.	EURO 20,542,930 (GRD 7,000,003,398)
TOTAL		EURO 161.975.244 (GRD 55.193.064.393)

Table 16: Location of the radio frequency blocks within the available frequency band

Bidder	Radio Frequency Block
PANAFON	1745-1760 MHz & 1840-1855 MHz 900-905 MHz & 945-950 MHz
STET HELLAS	1730-1735 MHz & 1825-1830 MHz
INFOQUEST S.A.	1735-1745 MHz & 1830-1840 MHz



3.2.3. Conclusions

The procedure for granting new 2G Mobile Communications Licences was judged by all interested parties to be absolutely transparent, unbiased and efficient. The key aim was to strengthen competition, with parallel utilisation of the unallocated spectrum in the mobile telephony bands. Under this perspective, the entry of a fourth operator in the mobile telephony market is considered of particular importance and is expected to have a positive impact on the further upgrade in the quality of the services provided and on the reduction of prices in favour of the consumers.

3.3. Local Loop Unbundling (LLU)

Local Loop Unbundling (LLU) provides beneficiary telecommunications operators with the opportunity to use the (wire) access network of OTE S.A. for the provision of services to domestic or business users. The access network is considered to be the section of the telecommunications network from the subscriber's terminal equipment (e.g. telephone) to the nearest telecommunications exchange (e.g. local OTE S.A. exchange).

Mainly due to the huge investments required for the development of the access network, OTE S.A. -in common with many previously State-owned European telecommunications operators- developed the largest part of its access network in the period during which it was enjoying a legal monopoly. The upgrade of capabilities, together with further utilisation of this network to the benefit of end-users, has today been made possible via technological progress. This utilisation may take place not only by OTE S.A. but also by other interested beneficiary telecommunications service providers. LLU accelerates the implementation of new technologies (e.g. xDSL) in the access network,

allowing the provision of new services (e.g. fast Internet access) and enabling users to enjoy high-quality services at affordable prices.

LLU takes two forms:

- ▶ Fully Unbundled Access to the Local Loop: the beneficiary telecommunications operator leases for his exclusive use the Local Loop (wire cable connecting the subscriber's terminal device to the nearest telecommunications exchange) of the access network, and has full control of the Local Loop for providing telecommunications services to consumers.
- ▶ Shared Local Loop Access: the Local Loop is used both by OTE S.A. (for the provision of conventional telephony) and by a beneficiary operator (for the provision of new telecommunications services, such as fast Internet access).

The legal status concerning all matters of relevance to LLU is governed at the European level by Regulation 2887/2000 of the European Parliament and of the Council of 18 December 2000, and at the national level by L.2867/2000 as well as by the relevant Decisions of EETT. In this context, OTE S.A. is obliged as of 1 January 2001 to publish and update a Reference Unbundling Offer (RUO) concerning Unbundled Access to the Local Loop. The RUO constitutes the basis for negotiations and specifies the terms for the conclusion of corresponding agreements between beneficiary operators and OTE S.A. Prior to its application, the RUO is subject to review and approval by EETT.

At the national level, during 2001 EETT proceeded to a number of actions aimed at facilitating a faster and



smoother application of LLU. The most important of these actions were the following:

- ▶ EETT processed and published the responses to the relevant Public Consultation Process held in 2000
- ▶ In May 2001, EETT approved (after modifications) OTE S.A.'s RUO concerning Fully Unbundled Access to the Local Loop, taking into consideration the international experience, the results of the Public Consultation and the relevant legal framework
- ▶ EETT held a series of meetings with both OTE S.A. and interested beneficiary operators, with the aim to identify and then resolve the problems that had arisen in the implementation of LLU
- ▶ Recognising the complexity of Shared Access, as well as the relevant problems that are still observed in the context of its implementation in other European countries, EETT proceeded to the following actions:
 - ✓ Conducted a country-wide inventory of existing xDSL technologies, as implementation of Shared Access presupposes the installation in OTE S.A.'s access network of ADSL technologies, which may interact with existing installed xDSL technologies
 - ✓ Held a Public Consultation on issues relating to Shared Access in order to record the views of interested parties, so that any difficulties that may arise in the implementation of Shared Access in our country are minimised

- ▶ In December 2001, EETT approved, after modifications, the Reference Offer submitted by OTE S.A. concerning Shared Local Loop Access.

According to OTE S.A. data, eleven beneficiary operators had by 15 November 2001 expressed their interest and had initiated the procedures for the conclusion of LLU agreements. Of these, three had already signed the relevant agreements and had taken delivery of 92 local loops, of which 76 were already in operation.

Furthermore, recognizing the importance of the application of LLU, EETT closely followed the corresponding developments in competent European bodies, such as the Open Network Provision (ONP) Committee. In parallel, and in the framework of the Independent Regulators Group (IRG) of EU Member States, EETT was actively involved in the formulation of a common approach for addressing the relevant problems also faced by the other Independent Regulatory Authorities.

Having set as a key objective the acceleration of the implementation of LLU in the domestic telecommunications market, EETT shall intensify its efforts regarding control of the proper application of the relevant regulatory framework, mainly through maintaining ongoing communication with all interested parties.

3.4. Fixed Wireless Access (FWA) Licences

Following the auction conducted in 2000 for granting FWA Individual Licences, the licences were granted to the bidders in January 2001. It should be noted that of these six Licences, one had already been granted in late December 2000.



The companies to which the licences have been granted are the following:

1. MEDITERRANEAN BROADBAND SERVICES S.A.
2. OTE S.A.
3. EUROPROM S.A.
4. EVERGY S.A.
5. QUEST WIRELESS S.A.
6. PANAFON

The above companies have already completed the design and installation of their networks, and the first base stations have already been licensed by EETT. In addition, numbers under the National Numbering Plan have been allocated to those of the above companies that have submitted relevant applications. It should also be noted that several of these companies have also entered into interconnection agreements with OTE S.A.

According to the announcements made by the companies, provision of FWA services is expected to be launched in 2002.

3.5. Licences for TETRA Mobile Communication Systems

TETRA (TErrestrial Trunked RAdio) is a relatively recent, standardised wireless digital trunk mobile communication system, intended mainly for professional use. It was designed to meet the needs of demanding professionals-users requiring voice and data services. It is capable of providing communication between independent user groups, with users being also capable of calling a fixed or mobile telephone. The digital technology used by the TETRA system allows the allocation of a certain number of radio frequencies, depending on the needs of the users, thus contributing to optimised spectrum usage. At the same time, digital

technology ensures high-quality communication, reliability and enhanced security, by making efficient use of encryption systems. TETRA networks have considerable advantages over private analogue-based mobile radio networks, which today are commonly used in Greece for covering the above needs.

Recognising the benefits to the end user that result from the introduction of TETRA networks, and after a relevant request by the Minister of Transport and Communications, EETT held in the period between 21 September and 20 October 2001 a Public Consultation on the subject of the "Introduction of Public Digital Mobile Services in the 410-430 and 450-470 MHz frequency bands." Using a set of questions, the Public Consultation established a framework for the expression of views, in order for interested parties to state their opinions on important issues such as the number and type of licences and the ways in which the problems of scarcity of available radio frequencies that exist in these particular bands are addressed.

A total of twelve parties -telecommunications operators, manufacturers of telecommunications equipment and other interested organisations or companies- participated in the Public Consultation. Processing of the responses was concluded on 23 November 2001, and the results were published on the EETT website. This process contributed to the extraction of valuable conclusions on the future development of TETRA networks in our country.

After the above procedure was concluded, EETT forwarded a relevant recommendation to the Minister of Transport and Communications. The final decisions are expected to be announced during 2002, through a Ministerial Decision that will specify, inter alia, the characteristics and the type of the licences to be tendered, as well as the type of competition procedure to be followed.



4. Ensuring and Intensification of Competition

4.1. New National Numbering Plan

The ever increasing needs of the fully liberalised telecommunications sector in Greece, combined with the limited capabilities of the existing numbering system, necessitated the introduction of a new numbering plan. These needs reflect the entry of an increasing number of operators in the market, as well as the introduction of new services and the extension of existing ones. As the competent Authority, EETT developed the new ten-digit National Numbering Plan and proceeded with its preparation, introduction and implementation.

The new numbering plan:

- ▮ Ensures the availability of numbering capacity on a long-term basis, so that no further changes are required
- ▮ Achieves the elimination of any discrimination regarding access to numbering resources, ensuring healthy and effective competition between telecommunications operators
- ▮ Enables smooth transition from the existing plan to the new one
- ▮ Is harmonised with the recommendations and standards of international organisations and consistent with European practice

In addition, the new plan achieves a user-friendly numbering operation, so that the service provided is easily identifiable, the billing is predictable and the composition of numbers is easy. The main feature of the new plan is that, in its final form, the first digit of the numbers indicates the type of service as well as the type of charge applying.

During 2001, EETT issued the following Regulatory Decisions regarding the new numbering plan:

- ✓ A Decision regarding the structure and composition of the numbers under the new plan, as well as the stages in the transition from the previous system to the new one
- ✓ A Regulation governing the management and allocation of numbering resources under the new plan to telecommunications operators
- ✓ A Regulation describing the structure and composition of the short codes under the new plan, as well as the way in which these are managed and allocated
- ✓ A Decision regarding the implementation dates for the third (final) stage in the transition to the new numbering plan

The application of the new ten-digit National Numbering Plan takes place in two stages. The first stage began on 8 July 2001, with the old and the new system operating in parallel until 20 January 2002, after which date only the new dialling scheme shall apply. Parallel operation during this period of six months was considered necessary for the familiarisation of users with the new plan and for their preparation in view of its exclusive application in 2002.

The second stage for the final application of the new plan is scheduled for application on 3 November 2002 for fixed telephones and on 19 January 2003 for mobile telephones.

In order to prepare the introduction and application of the new plan in all the public telecommunications networks of the country, EETT held a series of working meetings with OTE S.A. and mobile telephony operators. EETT also conducted an extensive campaign



to inform citizens about the changes planned, which also included a complex set of publicity and information actions. In parallel, the International Telecommunications Union (ITU) and the Regulatory Authorities of all countries were also informed on the matter.

The new numbering plan also allows the introduction of Carrier Selection Codes, which are necessary for the provision of the relevant service. Carrier Selection is the capability offered to subscribers for selecting, by dialling a short (4-digit or 5-digit) code, a telecommunications operator other than the one to which the access network belongs in order to expedite their calls. During 2001, EETT allocated 16 Carrier Selection Codes to 14 telecommunications operators (see Appendix VI).

Finally, EETT is actively involved in the Working Group of the European Committee for Regulatory Telecommunications Affairs (ECTRA) on numbering issues, in the Numbering, Domain Naming and Addressing Group of the Open Network Provision (ONP) Committee, and in international conferences and meetings held on numbering and addressing issues.

4.2. Internet Domain Naming

According to L2867/2000, EETT is responsible for the allocation of Domain Names under the ccTLD [.gr]. These names are managed by the Computer Science Institute of the Foundation for Research and Technology (IP-ITE). According to data available on 31 December 2001, a total of 51,649 website names were registered in the ccTLD [.gr].

Based on the current regulatory framework, and providing for the smooth operation of domain names, EETT proceeded inter alia to the following actions:

- ▶ Eliminated the limit of 10 names as the maximum number of names that legal persons under public and private law, as well as freelance professionals, were entitled to register in the ccTLD [.gr]. This decision took effect in November 2001
- ▶ Extended the right for registration of ccTLD [.gr] domain names to all natural and legal persons, regardless of their nationality. The relevant decision is expected to take effect in early 2002
- ▶ Clarified the conditions for registration of geographical names, on the basis of the administrative division of the country according to the "Kapodistrias" plan

In the context of its responsibilities, EETT settled several cases of domain names whose registration had been disputed, averting in this way further litigations between the parties concerned. Furthermore, EETT was represented before the Courts in cases of disputes concerning Internet website naming issues, without itself being a litigant. The aim was to analytically inform the Greek Courts on the status regarding the registration of Internet domain names, in order to contribute towards the gradual development of jurisprudence on this matter.

With its above actions, EETT contributed towards the stabilization of the regulatory framework regarding registration of domain names and laid the foundations for an overall regulation of this area in the future.

4.3. Interconnection of Telecommunications Networks

An important condition for the development of activities and the viable growth of alternative



operators and, consequently, for the promotion of competition in the domestic telecommunications sector, is the interconnection of the networks of alternative operators with the network of OTE S.A. This ensures that the subscribers of any alternative operator are connected not only between them but also to OTE S.A. subscribers and the subscribers of any other alternative telecommunications operator in Greece and/or abroad (provided that the network of this last operator is directly or indirectly connected to the network of OTE S.A.). At the start-up phase of the operation of alternative telecommunications operators, interconnection of their networks with that of OTE S.A. is even more important, given the need for interconnecting geographically remote areas where they develop their networks during the initial stage of their operations.

The relevant Greek legislative framework, harmonised with the European regulatory regime, imposes on OTE S.A., as an Operator having Significant Market Power, the obligation to publish and update a Reference Interconnection Offer (RIO). The RIO constitutes the basis for negotiations and specifies the terms for the conclusion of corresponding interconnection agreements between beneficiary operators and OTE S.A. Prior to its application, the RIO is subject to review and approval by EETT.

In the context of its relevant responsibilities, EETT approved, after modifications, the 2001 RIO that was submitted by OTE S.A. This is the first RIO issued after the full liberalisation of the domestic telecommunications market. For this reason, EETT provided for the inclusion of suitable modifications in the text submitted by OTE S.A., with the aim to increase the number of services offered and secure reasonable prices, while in parallel protecting the integrity and reliability of the public telecommunications network.

The basic interconnection services contained in the 2001 RIO are the following:

- ▶ Call Origination: when a call originates from an OTE S.A. subscriber and is routed to the network of another operator
- ▶ Call Termination: when a call comes from the network of another operator and terminates in the network of OTE S.A.
- ▶ Call Transit: when a call originates from the network of another operator and is forwarded via the network of OTE S.A. to the network of a third operator

In order to address interconnection needs, OTE S.A. has divided Greece into 11 primary areas, with each area being further divided into several local areas. Different charges apply for each one of the basic interconnection services, depending on the origination, termination or transit location of the telecommunications traffic with respect to primary or local areas. For example, the following charges are applied by OTE S.A. for call origination:

- ▶ Local Call Origination: when a call originating from an OTE S.A. subscriber in a local area is delivered to the alternative operator in the same local area
- ▶ Single Transit Call Origination: when a call originating from an OTE S.A. subscriber in a local area is delivered to the alternative operator in the same primary area
- ▶ Double Transit Call Origination: when a call originating from an OTE S.A. subscriber in a primary area is delivered to the alternative operator in some other primary area



Due to the inability of OTE S.A. to specify cost-oriented prices for the services included in the 2001 RIO, EETT determined the prices for these services based on Commission Recommendation 98/511/EC, taking also into consideration the European practice in general. The charges for

the basic interconnection services are given in Table 17.

Table 18 presents indicatively the services included in the 2001 RIO and compares them to those available under the 2000 RIO.

Table 17: Charges for basic interconnection services

	Call Origination (in Eurocents / min.)		Call Termination (in Eurocents / min.)		Call Transit (in Eurocents / min.)	
	Peak*	Off-peak	Peak *	Off-peak	Peak*	Off-peak
Local	0.88	0.57	0.88	0.57		
Single transit	1.41	0.92	1.41	0.92	0.75	0.49
Double transit	1.76	1.14	1.76	1.14	1.16	0.75

* The peak period corresponds to the period from 08:00 hrs to 22:00 hrs, 7 days a week.

Table 18: Services under the 2000 and 2001 RIOs

Interconnection Services			2000 RIO	2001 RIO
National Calls	Call Origination	Local		✓
		Single Transit		✓
		Double Transit		✓
	Call Termination	Local	✓	✓
		Single Transit	✓	✓
		Double Transit	✓	✓
Call Transit	Single Transit		✓	
	Double Transit		✓	
International Calls	Call Transit		✓	✓
	Access to special-purpose OTE S.A. services offered via 3-digit and 4-digit codes		✓	✓
	Access to OTE S.A.'s Intelligent Network (IN) services			✓
	Access to Premium Rate services			✓



OTE S.A. had filed before the State Council a Petition for Annulment of the EETT Decision concerning the RIO, the hearing of which is pending. In parallel, OTE S.A. had filed before the State Council a Petition for Suspension of the aforementioned Decision, which the State Council had examined and rejected.

On the basis of the interconnection agreements delivered to EETT by OTE S.A., it follows that, by 31 December 2001, with the exception of mobile telephony operators, twelve operators had already entered into relevant agreements with OTE S.A. EETT is currently reviewing the agreements in order to establish the degree of their compliance with the approved 2001 RIO. It should be noted that until recently only the mobile telephony operators had entered into interconnection agreements with OTE S.A. in Greece.

4.4. Leased Lines

Leased lines are telecommunications means that provide a fixed transmission capacity between two terminal points of a telecommunications network and do not include switching functions.

According to the Sixth Report of the European Commission, OTE S.A. leased line tariffs for 2000 were among the highest between Member States.

For this reason, and because OTE S.A. must -as an Operator with Significant Market Power in the Market for Leased Lines- offer cost-oriented and transparent tariffs, EETT issued a Decision specifying a transition period until the end of October 2001 for the rebalancing of tariffs.

In early June 2001, OTE S.A. published new proposed

leased line tariffs, which showed variations compared to those for 2000. Given that OTE S.A. did not prove their cost-orientation, these tariffs were not applied and EETT summoned OTE S.A. to a hearing.

Following that, in November 2001, OTE S.A., applying the approved Operational Costing System (OCS), published new proposed retail tariffs for leased lines, which introduced reductions of as much as 45% on monthly charges for digital lines and average increases of the order of 15% for analogue lines.

According to the Seventh Report of the European Commission, the level of the new proposed retail prices for OTE S.A. digital lines was around the average of the other Member States, with the exception of very high speed lines (34 Mbit/s local and 155 Mbit/s local and long-distance).

EETT conducted a review of the cost-orientation and transparency of the proposed retail tariffs, and is expected to issue a relevant decision in January 2002. During 2002, EETT will also issue a Decision aiming to ensure the smooth operation of the market for Leased Lines.

4.5. Electronic Signatures

Development and diffusion of electronic communications and e-commerce presuppose confidence in new technologies and in the security of electronic transactions. The aim is to ensure that electronically exchanged information originates indeed from the person appearing as the sender, and that unauthorised intervention or modification of this information during its transmission is not possible.



Electronic signatures respond to these needs, as they consist of data in electronic format, which are used as proof of the authenticity of the information handled. The legal recognition of electronic signatures and the accreditation of certification-service-providers will make secure electronic transactions possible.

The provision of voluntary accreditation of certification-service-providers, i.e. of accreditation to be granted upon a relevant request by certification-service-providers, is among the responsibilities of EETT. Voluntary accreditation specifies rights and obligations governing the provision of certification services, with the ultimate aim to improve the quality of the corresponding services.

Directive 99/93/EC of the European Parliament and of the Council of 13 December 1999 lays down the legal framework concerning electronic signatures and certain certification services, with the aim to facilitate the use of electronic signatures, to contribute to their legal recognition and to ensure the smooth operation of the market. The Greek legislation was harmonised with the provisions of this Directive by PD 150/2001, pursuant to which the following responsibilities result for EETT:

- ▶ Determination that the software/hardware used for the creation of electronic signatures (e.g. smart-cards) is secure, a task that EETT may assign to public or private sector entities
- ▶ Provision of voluntary accreditation, upon written application by the certification-service-providers concerned, and possibility for assigning the task of voluntary accreditation

provision to public or private sector entities

- ▶ Supervision of certification-service-providers, which are established in Greece as well as of the entities appointed by EETT for accreditation and control of the software/hardware used for the creation of electronic signatures

In the context of the aforementioned responsibilities, and in order to meet in the most effective manner the requirements created in Greece by the development of the market for accreditation services, EETT held a Public Consultation on the following issues, with the aim to record the views of interested parties:

- ▶ Terms, obligations and conditions for voluntary accreditation
- ▶ Voluntary accreditation implementation scheme
- ▶ Control and supervision Implementation scheme
- ▶ Standards for reliable systems and products

The Consultation was held during the period 12-30 November 2001, with seventeen entities submitting their views. The procedure for processing the responses and, consequently, the review of the market needs, were concluded at the end of the year.

The next steps for EETT include the design and implementation of the mechanism (i.e. specification of structure, procedures, participating entities, framework of operation etc.) for voluntary accreditation and of the supervision and control of certification-service-providers. In this context, preparations are also being made for issuing the relevant regulatory acts.



4.6. Audit and Approval of the Principles of OTE S.A.'s Operational Costing System (OCS)

According to the relevant provisions of the Greek and Community legislation, the tariffs of telecommunications operators with Significant Market Power in the markets for voice telephony and/or interconnection, should be cost-oriented (i.e. should be calculated based on the cost of the corresponding service, including a reasonable percentage for financial return) and transparent. The same applies for leased line tariffs. Therefore, in order for the above conditions to be ensured, the corresponding telecommunications operators must have available and apply costing systems capable of determining the cost for the provision of these services in a reliable manner.

In connection with the above responsibilities, OTE S.A. developed the OCS on the basis of the costing principles identified by EETT. As a result, in February 2001 EETT approved this system, after the conclusion of the procedure concerning its assessment. The approved OCS follows the costing standard of the Fully Distributed Costs using Historical Costs (FDC-HC), and is used for the calculation of the cost of OTE S.A. retail services under regulation, such as fixed charges, charges for local and long-distance calls etc.

During the last two months of 2001, EETT audited the compliance of OTE S.A. with the application of the specific costing system. This audit was assigned to an auditing firm, selected on the basis of a public open tender procedure. The relevant decision of EETT is to be issued in early January 2002.

In what regards costing of interconnection services and LLU services, EETT requested OTE S.A. to

develop a costing system based on the Long-Run Average Incremental Costs using Current Cost Accounting (LRAIC-CC) costing standard. At the same time, and in order to ensure the rational development of the corresponding costing system, EETT issued in April 2001 a Decision establishing the Regulation on Costing and Pricing Principles for LLU services, interconnection and leased lines. In response to the request of the EETT, OTE S.A. undertook the development of the LRAIC-CC costing system in 2001, with submission of the first draft to EETT for assessment due for early January 2002.

4.7. Audit and Approval of OTE S.A. Tariffs

According to the requirement for cost-orientation of the tariffs of telecommunications operators with Significant Market Power, as mentioned in subsection 4.6 above, the tariff for a service must reflect the operating cost for its provision plus a reasonable percentage accounting for the return of the capital invested: this ensures that the cost for a particular service is not allocated to the tariff for another service, and that cross-subsidization between services provided by the same operator does not take place.

In the past, long-distance and international telephony tariffs were subsidizing the tariffs for local telephony and monthly fixed charges, resulting in tariffs, which, compared to what they should have been, were more expensive in the first case and cheaper in the second case. However, in order to ensure healthy competition in telecommunications to the benefit of users, the existing legislative framework requires the rebalancing of tariffs. This means that long-distance and international telephony tariffs must gradually be reduced, whereas tariffs for local telephony and monthly fixed



charges must gradually be increased, in order to reflect the true cost for the provision for the corresponding services.

In early January 2001, OTE S.A. published the new proposed tariffs for voice telephony, according to which the cost for long-distance calls was reduced from 40 GRD/min. to 28 GRD/min., the local call charge was increased from 9 GRD/min. to 10.50 GRD/min., and the monthly fixed charge was increased from GRD 2,400 to GRD 2,800. Following the relevant audit procedure of the tariffs proposed, EETT determined that tariffs were not fully rebalanced. However, it allowed their application as of 2 March 2001, setting in parallel to OTE S.A. a transition period until the end of October 2001 for their full rebalancing.

Applying the new OCS, OTE S.A. published in November 2001 new proposed tariffs for voice telephony, according to which further reductions were made as follows: the long-distance call charge was reduced to 0.063 EURO/min. (21.5 GRD/min.), the local call charge was reduced to 0.026 EURO/min. (8.9 GRD/min.) and the monthly fixed charge was increased to EURO 9.978 (GRD 3.400). Following the relevant audit procedure for the tariffs proposed, EETT determined that the new tariffs were cost-oriented and, therefore, rebalanced, and specified 27 January 2002 as the date for their application.

In early June 2001, OTE S.A. also published the proposed new monthly tariff for ISDN basic access rate connections, which had been reduced from GRD 6,000 to GRD 4,500. This tariff was applied as of 18 July 2001 – however, given that OTE S.A. did not prove its cost-orientation, EETT summoned OTE S.A. to a hearing. The relevant EETT Decision is expected to be issued in early January 2002.

5. Supervision of the Telecommunications Sector and Safeguarding of Consumer Interests

5.1. Universal Service

According to L.2867/2000, the Universal Service is a predetermined minimum set of telecommunications services of specified quality, offered to all users, regardless of geographical location and at an affordable price.

Given the rapid development of new technologies and the increase in the services provided, the Universal Service functions today as a “Safety Net”, aiming to protect the interests of the users. The Universal Service provides mainly for persons who, due to financial, physical or geographical constraints, are not in a position to have access to the network or to its services and, therefore, are in a disadvantaged position. The purpose of the provision of the Universal Service is to support and make possible the participation of these persons in the economic and social life as well as in the technological progress. The Universal Service is thus of a dynamic nature, and should be revised in the light of technological developments and economic conditions.

The regulatory framework is governed at the European level by Directives 97/33/EC and 98/10/EC, and at the national level by PD 165/99 and PD 181/99. According to European and Greek legislation, the telecommunications services forming part of the Universal Service include fixed telephony, facsimile (fax) services, voice band data transmission, operator assistance services, telephone directory enquiry service (131), subscriber directories in printed and/or electronic form, public pay-telephones and universal access to emergency services. In addition, the scope of the Universal Service also extends to telecommuni-



cations services which are required for access to the network by disabled persons and by persons with special social needs.

The liberalisation of the market for fixed telephony, in parallel to the termination of the obligation of OTE S.A. regarding the provision of Universal Service, created the need for defining (a) the recipients of the Universal Service, (b) the operator(s) under obligation to provide it, (c) the calculation of the cost for its provision, and (d) the way in which this cost is covered. In view of all these important issues, EETT held a Public Consultation which was concluded on 20 October 2001, with the purpose to gather information concerning the views, arguments and estimates of interested parties. A total of ten parties -organisations representing disabled people, as well as telecommunications operators and management consultancies - participated in the consultation process, and the results were published on the EETT website.

The conclusions derived will be taken into consideration for determining further actions. These actions will refer, inter alia, to the definition of those user groups in need of special treatment, such as disabled people, and to the determination of the tariffication policies and services/technologies that must be offered to these groups. They shall also comprise the methodology for calculating the cost for the provision of the Universal Service, as well as the benefit to accrue for the operator and, in the event that it is established that this cost represents an excessive burden for a single operator, a mechanism will be foreseen for its apportionment.

The key aims of EETT are the efficient provision of high-quality telecommunications services to all of the

country's citizens, on the one hand, and the strengthening of social cohesion, through actions that enable people with special needs to access the public telecommunications network in a convenient manner, on the other.

5.2. Itemized Bills

"Itemized bill" or "itemized billing" means a telephone bill which, taking into consideration the provisions of the legislation in force on the protection of personal data and privacy, provides detailed information that is sufficient for verifying and checking the usage charges for public telecommunications services. In other words, for the users of voice telephony services the itemized bill is a basic tool for checking the costs that the use of public telephony services (such as telephone calls, calls for the provision of audiotex services etc.) entails.

According to PD 181/1999, the party under obligation to provide itemized bills, especially to users of voice telephony services via fixed public telecommunications networks, was -until 31 December 2000- OTE S.A.. At the time the present report was being edited, OTE S.A. was still providing users with the possibility to receive telephone bills of this form against a relatively low price. Moreover, itemized billing is in general offered by most of the companies active in the provision of mobile telephony services, and in several cases free of charge.

In the context of exercising its competences, EETT issued a Decision³⁴ determining (a) a minimum (basic) level for the provision free of charge of itemized billing to users of fixed public telephony services, including value-added services, and (b) the parties under obligation to provide such billing. More in particular,

³⁴ EETT Decision 233/34, FEK Issue 1501/B/08-11-2001



and subject to the provisions of the legislation in force on the protection of personal data and privacy, all fixed telephony operators are as of 1 March 2001 under obligation to provide free of charge the basic level of itemized billing, following a relevant request submitted by the user.

It was determined that this level should include both detailed information on the activity of the account as well as all reductions and other surcharges (such as connection charge, fixed charges etc.) as applicable to the subscriber. In what in particular regards the activity of the account, it was determined that itemized data will be presented at least for calls whose charges exceed 7.33 Eurocents (GRD 25), exclusive of VAT. This analysis refers to all types of calls (e.g. local, long-distance) and was determined to contain at least the following information:

- ▶ Number called
- ▶ Date
- ▶ Call Start Time
- ▶ Call duration
- ▶ Corresponding charge

EETT estimates that the provision of this information free of charge will soon contribute to a significant reduction in user complaints regarding the bills received, and will in parallel safeguard the rights and interests of users.

5.3. Consumer Protection - Supervision and Control of the Telecommunications Sector

In exercising its supervisory and controlling role, EETT sees to the smooth operation of the telecommunications market, with the key aim to promote and protect the interests of consumers. A key concern of EETT is the observance of the legislation on telecommunications, including its application to matters relating to

competition as these arise in the performance of the activities of telecommunications operators.

In the context of this role, EETT offers its services for settlement of the disputes arising between consumers and telecommunications operators or between operators themselves. As a result, EETT is the recipient of complaints and allegations, proceeding to their investigation and acting as mediator between the parties involved, when required.

During 2001, a large number of allegations and complaints were notified to EETT. Regarding consumers, the majority of their complaints and allegations concerned charges or the terms for the provision of telecommunications services (e.g. exorbitant bills, interruption of connections, amounts of fixed charges). In cases of complaints submitted by companies concerning a potential violation of the provisions of the legislation in force and of competition rules, EETT resorted to the process of Hearings, with fines totalling EURO 443,470 having been imposed in certain cases.

Furthermore, in response to the dictates of L.2867/2000 and PD 181/1999 and with the ultimate aim to safeguard the rights of consumers, EETT reviewed during 2001 the terms of the agreements concluded between consumers and fixed and mobile telephony operators, in order to assess their compliance with national and Community legislation. The review of these agreements is expected to be completed during the first quarter of 2002.

The goal of EETT for 2002 is to develop flexible and efficient mechanisms for the management and the resolution of the complaints lodged by consumers and telecommunications operators.



6. Provision of Information

6.1. Provision of Information and Participation in International Bodies

Pursuant to L.2867/2000, EETT, in the context of its responsibilities, forwards to the Commission of the European Communities all information required in accordance with the Community telecommunications legislation or deemed to be of use in establishing the observance of the Community telecommunications legislation in our country. In addition, EETT cooperates with international entities and represents Greece in international organisations and meetings on matters under its responsibility.

In the context of its already mentioned responsibilities, EETT was actively involved in the work of official committees of the European Commission, of informal groups established by the Independent Regulators Group (IRG) of EU Member States and/or other European countries, and represented our country in international organisations such as the Organisation for Economic Cooperation and Development (OECD) and the International Monetary Fund (IMF) on matters regarding the domestic telecommunications market.

In particular, EETT participated inter alia in the meetings of:

- ▶ The European Commission's ONP, AGLI (Licensing) and TCAM (Telecommunication Conformity Assessment and Market Surveillance) Committees, presenting the positions of our country on relevant matters
- ▶ The ECTRA PTN Work Group on numbering
- ▶ The European Commission's Internet Informal Group
- ▶ The European Commission's NARA (National Administrations and Regulatory Authorities) Committee
- ▶ The Plenary of the Chairmen of the Independent Regulatory Authorities of the Member States, in the framework of the Informal Independent Regulators Group (IRG)

- ▶ All Working Groups under the Independent Regulators Group (IRG), actively contributing to the taking of mutually acceptable decisions on matters relating to the regulation of the telecommunications sector in the EU

In parallel, EETT contributed to the presentation of the progress made concerning the liberalisation of the Greek telecommunications market to OECD and IMF.

6.2. Provision of Information to Consumers

As already mentioned in section 5.3, the provision of information and the safeguarding of the interests of consumers are a key concern for EETT. In addition to the resolution of disputes between consumers and providers, a key aim of EETT is to inform consumers in detail of their rights and of the options available to them.

The new environment established with the liberalisation of telecommunications has led to the development of activities by new providers in the market, a development which strengthened competition. In parallel, this contributed to the development of new innovative services, such as FWA and 3G Mobile Communications services expected to become available in the immediate future. In this environment, consumers will be in a position to choose from among a multitude of new competitive services, depending on their personal needs. On its part, EETT ensures that appropriate information is provided to the consumers regarding new services, their capabilities and tariffication methods. This provision of information is achieved mainly via the publication of information leaflets on special subjects, the implementation of information campaigns, the distribution of EETT Press Releases to the media and via the EETT website, which constitutes a useful tool for information searches. The aim is for users of telecommunications services to achieve dominance and have access to a range of options between high-quality and advantageous services.



In parallel, EETT ensures that consumer enquiries are responded to immediately, providing consumers with the information and clarifications required. In addition, EETT seeks the active participation of consumers, as the final recipients of the telecommunications services provided, in the developments that take place in the telecommunications market. For this reason, in the Public Consultations held by EETT during 2001 on a variety of important issues, such as the Universal Service, the granting of Licences for 3G Mobile Communications, Shared Access to the Local Loop and electronic signatures, EETT sought to record the views not only of the market but also of the consumers, in order to process these positions and take them into consideration in planning its further actions.

In connection with the above, EETT implemented in 2001 an information campaign addressed to the public on the new ten-digit dialling scheme. The change of the dialling scheme for fixed telephones, necessitated by the implementation of the new National Numbering Plan, was a development that concerned all citizens and, consequently, it was considered necessary to inform them as extensively as possible. Therefore, in order to achieve a smooth transition to the new plan and the best possible familiarisation of the public, EETT conducted an information campaign implemented in two phases.



The first phase was conducted during the period June-July 2001, and its aim was to inform consumers about the impending changes in the dialling scheme and about the commencement of the parallel operation of the two systems (old and new). The campaign included a mass-communication plan with advertising spots in the media, at both national and regional level, combined with promotional and public relations activities.

The second phase in the information campaign, which began in December 2001 and is scheduled for completion in January 2002, is implemented through advertising spots in the media. Its aim is to remind citizens of the



transition to the exclusive operation of the new plan prior to the date on which this will take place.

During the planning phase for the above actions, meetings were held with OTE S.A. representatives, so that the two bodies could jointly determine their strategy on the matter.

The information campaign was concluded successfully, establishing that the actions for informing citizens, combined with timely and proper planning of the New Numbering Plan by EETT, led to the familiarisation of citizens with the new ten-digit dialling scheme prior to the date on which it was applied.

6.3. Provision of Information to Companies in the Sector

The aim of EETT is to act in an advisory and supporting capacity to companies active in the telecommunications sector, in order to contribute to their smooth operation. In this context, EETT ensures that enquiries by these companies are responded to immediately, providing them with accurate information.

EETT is the main reference source for information on issues regarding the legal and institutional framework in force, EETT Decisions, licensing procedures and operator obligations, as well as on technical issues. In parallel, EETT regularly informs the market of its actions and of the developments that take place at a global level, through press releases and announcements to the media, as well as through information days and meetings held on special issues. Moreover, an important role is that of the EETT website, which is constantly renewed and represents a key reference source and useful tool, aiming to cover the need for provision of information directly to the market and for information searches by telecommunications operators.



6.4. Provision of Information to the Press

EETT maintains permanent and open channels for communication with media representatives, in order to keep them informed of the latest developments in the sector. For this purpose, during 2001 a number of press conferences were held and press releases were communicated to journalists, in order to provide them with detailed information on specialised issues. Moreover, EETT receives enquiries by journalists almost every day, and ensures that these are immediately responded to. Among the issues that drew particular interest from media representatives during 2001 were the licensing procedures for 2G and 3G Mobile Communications, Local Loop Unbundling, the New National Numbering Plan, network interconnection charges, issues regarding licensing of companies, OTE S.A. tariffs and the Universal Service.

The aim of EETT is to be the reference source for the provision of accurate and timely information to journalists, recognising that this communication also achieves provision of information to the public on issues of direct interest.

7. Goals

The regulatory role of EETT focuses mainly on strengthening healthy competition, supporting entrepreneurship through the licensing of companies for the provision of new services and protecting the interests of consumers. All these components promote the development of the digital economy and ensure the provision of the Universal Service.

In order to respond to the above issues, EETT has set the following goals for 2002:

1. To ensure the interconnection capability of public networks under terms safeguarding the development of competition. The approval of OTE S.A.'s new

Reference Interconnection Offer for 2002 (2002 RIO) falls within this context.

2. To complete the introduction of the new ten digit National Numbering Plan, which is necessary for the entry of new operators and for promoting new services.
3. To promote the provision of broadband services, so that the transition to the digital knowledge-based economy is made possible. Achievement of this goal presupposes the utilisation of the access of operators to OTE S.A.'s Local Loop under favourable conditions and, mainly, through the application of cost-oriented tariffs.
4. To ensure provision of the basic telecommunications services to all citizens at affordable prices, through the development of the new regulatory framework for the Universal Service. This framework will include a set of special services for vulnerable social groups and will specify the framework for contribution by all operators participating in the financing of the Universal Service.
5. To reduce call termination charges to mobile networks, with the aim to ensure effective competition, to protect end-users and, in addition, to gradually align tariffs with those applying in other EU Member States.
6. To grant licences for the provision of TETRA Digital Mobile Communications, with the aim to create new business opportunities and to meet the relevant needs of users.
7. To promote the provision of certification services and of voluntary accreditation, by implementing all preparatory actions relating to electronic signatures.
8. To ensure the opportunity for uninterrupted access of users to the Internet at favourable prices.
9. To apply the necessary mechanisms for the provision of adequate information to consumers and for safeguarding their interests.



Telecommunications

Sector

B Management and Monitoring of the Radio Spectrum





8. Radio Spectrum Management Operations

8.1. Introduction

A common element across all wireless communications applications is the usage of radio frequencies. Every individual application, as well as every individual network associated with an application, shall normally use different frequencies from those used by other networks operating in the same geographical area, in order to avoid interference in the operation of the networks.

Management and monitoring of the radio spectrum comprise all administrative and technical procedures, in order to ensure the appropriate and efficient use of the radio spectrum and, by extension, the operation of wireless networks free of harmful interference.

The entry of new operators in the telecommunications market has led to a large increase in the number of wireless communications networks and, consequently, to the number of frequencies used. In parallel, a large number of maritime, air navigation, armed and security forces networks are in continuous operation, contributing to the protection of human life and to public security. As a result, the number of radio frequencies available for use is diminishing day by day.

The radio spectrum is a significant and increasingly scarce national resource that should be used in an optimised manner. Therefore, the existence of a body able to manage the radio spectrum in order to ensure efficient spectrum usage and maximisation of end-user benefits is absolutely necessary.

As of 1 January 2001, pursuant to L.2867/2000, this responsibility was assigned to EETT. As a function, management and monitoring of the radio spectrum includes the following tasks:

- ▶ The assignment and any form of authorisation in general regarding the use of a specific radio frequency, at a specific radio communications station, operating under specific technical characteristics
- ▶ The assignment of frequencies to telecommunications service providers, for developing their networks
- ▶ The monitoring of radio frequencies usage, in order to ensure compliance with the requirements of the relevant licences
- ▶ The protection of all legal spectrum users from interference, especially in the case of communications concerning national security and the protection of human life
- ▶ The determination of those wireless devices that can be used without creating harmful interference to other services

In order to respond to these highly demanding obligations, EETT established its actions along the following lines:

- ✓ Creation of an appropriate regulatory framework, with the key aim to optimise procedures and to facilitate entry of new operators in the market
- ✓ Application of appropriate procedures to manage fully electronic processing of requests for radio frequency assignment
- ✓ Provision of information to interested parties on issues relating to the legal framework and to the procedures applicable

The regulatory framework governing radio spectrum management constitutes a set of rules that determines



the terms for the assignment of radio frequencies to holders of Individual Licences for the provision of telecommunications services, and the fees for the assignment and use of these frequencies. Thus, two basic regulatory texts were formulated, of which the first one³⁵ defines the radio frequency assignment regime and the second one³⁶ determines the annual radio frequency fees.

One of the top priorities for EETT is to establish procedures for radio spectrum management involving electronic tools. This applies to both the expansion and upgrade of the electronic database of the radio frequencies register maintained by the Ministry of Transport and Communications, and the acquisition of specialised software for the analysis and reliable management of radio frequencies. During 2001, actions along this line concerned:

- ▀ Upgrade of the electronic database of the National Radio Frequencies Register and update of all available information concerning usage of radio frequencies by both state bodies and private individuals
- ▀ Acquisition of specialised software that uses a three-dimensional map of the Greek territory for the analysis of wireless networks and for conducting interference studies
- ▀ Procurement and use of specialised software of the International Telecommunications Union - Radiocommunications Sector (ITU-R) for the control of satellite networks

- ▀ Development of software for integrating the existing wireless network analysis software with the electronic data file
- ▀ Creation of model application forms³⁷

The above-mentioned means, the organisation of the relevant procedures and the appropriate training of personnel allowed the examination of applications and the assignment, within a relatively short period of time, of a large number of radio frequencies for the operation of public and private wireless telecommunications networks.

Attending to the provision of timely and full information to interested parties on matters relating to radio spectrum management and monitoring, EETT has launched an effort for the continuous information of the telecommunications market, through the organisation of relevant meetings and Information Days. These actions aim to clarify the procedures and rules that govern the frequency assignment process in Greece. In this context, on 17 June 2001 EETT organised in its offices an Information Day on "The Regulation on the Assignment of Frequencies for the Provision of Public Telecommunications Services", with the aim to inform market players in detail of the above regulatory issues. A further Information Day was organised on 20 December 2001 on "Satellite Communications Licensing in Greece", with the aim to clarify the legal, technical and financial framework governing the licensing of satellite communications services in Greece.

³⁵ "Regulation on the Assignment of Individual Frequencies, under Individual Licence status, for Provision of Public Telecommunications Services", EETT Decision 210/02/2001, FEK Issue 285/B/19-03-2001.

³⁶ "Regulation on the Determination of Spectrum Usage Fees and Frequency Assignment Fees", EETT Decision 210/02/2001, FEK 351/B/30-03-2001.

³⁷ The model application forms are available from the EETT website (www.eett.gr), in the "Wireless Communications" section.



8.2. Assignment of Radio Frequencies to Public Telecommunications Network

8.2.1. Fixed point-to-point wireless links

Fixed wireless links are used for the wireless connection of the nodes of a telecommunications network (forming the “backbone” of the network), as well as for connecting terminal points to the network. In the past, fixed wireless links were almost exclusively used for network deployment in areas where cable-laying presented difficulties (such as the interconnection of islands, inaccessible mountainous areas etc.). Developments in equipment technology, however, have made these networks more reliable and capable of supporting high-speed data connections. As a result, these wireless connections represent now a reliable alternative to the installation of cable infrastructure, having as their main advantage the very short installation time and the relatively low cost. The fact that a significant part of the telecommunications infrastructure of mobile telephony operators relies on point-to-point wireless links is indicative of this.

It is evident from the above that the development of wireless communications contributes significantly to the liberalisation of the telecommunications market, as it provides new entrants with the opportunity to deploy alternative telecommunications networks, within short periods of time and at low cost. At the same time, however, the ever-increasing number of these networks results in more complex requirements regarding the management and assignment of the frequencies required for their operation. It should be noted that over 10,000 frequencies are today used in Greece for such links.

During 2001, all pending applications regarding radio frequency assignment for microwave links (either

forwarded by the Ministry of Transport and Communications or submitted by companies during the year) were processed (see Table 19).

Table 19: Number of radio frequencies allocated in the period 01/01/01-31/12/01 for fixed point-to-point wireless links

Fixed Land-based Point-to-Point Service	Mobile Land-based Service – Special Radio Networks	Fixed Satellite Service
7,527	450	16

8.2.2. Satellite networks

Satellite networks consist of various types of terrestrial satellite stations, varying from very simple ones used by digital satellite TV subscribers for programme reception to very large and complex infrastructure stations that form the nodes of the satellite networks of telecommunications operators. These stations vary widely in terms of technical features as well as in terms of licensing and operation. Indicatively, it is mentioned that whereas the equipment used by satellite TV subscribers is not capable of transmitting and, consequently, no licence is required for its operation, infrastructure satellite stations have transmission capabilities and are thus subject to licensing and frequency assignment modalities.

VSAT satellite terminals represent a widely used category of satellite stations. These terminals are characterised by small-sized antennas and are used mainly for transmitting and receiving data. During 2001, radio frequencies were assigned to both satellite terminals and “hub” satellite stations. In the latter case, the assignment of radio frequencies is of significant importance, as these stations normally use a higher frequency bandwidth and are equipped with powerful transmitting devices. In this context, EETT applied the spectrum management procedures provided for by the International Telecom-



munications Union (ITU), in conjunction with internal procedures developed for harmonising each satellite station with existing wireless networks.

8.3. Assignment of Radio Frequencies to Private Networks

a. Special radio networks

The term “special radio networks” is used to describe the private mobile radio telephony networks. Typically, these consist of mobile radio transceivers communicating with a central station (called “base station”) and are used mainly for covering the communications needs of business users. Examples of such networks are the communications networks used by “radio-taxis” and carrier companies, as well as emergency networks such as those used by the Fire Brigade, the National Ambulance and First Aid Centre etc. These networks are divided in two broad categories: networks covering a small area within a range of a few kilometres (category B networks), and networks covering a larger area, which may extend over two or more prefectures (category A networks). These networks normally use conventional (analogue) technology, and still cover to this date the needs of many professional users requiring cheap and relatively reliable communications means.

Until the end of 2000, the licences for such networks were issued by the relevant Prefectural Administration, where the base of the network was located, with the “concurring opinion” of the Ministry of Transport and Communications. Under L.2867/2000, the relevant “concurring opinion” for issuing the licence has now become a responsibility of EETT, to which the request submitted by the party concerned is forwarded. EETT

examines the technical information of the application and then proceeds to assign the appropriate radio frequency. EETT also specifies the technical terms under which the specific radio frequency may be used, in order to ensure that any undesirable interactions with existing radio networks operating in the same geographic area are avoided.

During 2001, EETT actions regarding special radio networks focused mainly on:

- (a) The update of the National Frequencies Register with information on all licensed special radio networks, in co-operation with all Prefectural Administrations in the country
- (b) The improvement and acceleration of the procedure regarding the examination of applications
- (c) The processing of all pending applications that were forwarded by the Ministry of Transport and Communications, as well as of the applications sent by Prefectural Administrations regarding new networks

In the course of the year, all applications concerning local-range and regional-range networks were processed. Table 20 summarises the status regarding licensing of special radio networks during 2001.

In what regards the 18 applications that were found to be incomplete, it should be clarified that the applicants have been requested to provide the information required.

According to L.2867/2000, EETT is now responsible for collecting the operating fees for special radio networks, which until recently were collected by OTE S.A.. In the context of this responsibility, a Regulation on



Table 20: Special radio networks with local-regional range

01/01/01-31/12/01	Total	Approved	Rejected	Incomplete information	Pending
Requests for Assignment of Radio Frequencies	103	78	3	18	1

the Determination of Operating Fees for Special Radio Networks³⁸ was issued in 2001, specifying the method used in the calculation of the charges payable to EETT.

b. News Gathering Networks

An important category of wireless networks are those that operate on an occasional basis, with the purpose to serve the communications needs of TV crews covering athletic events or reporting news.

These networks include wireless cameras and microphones, as well as temporary links for image transmission from the “field” to the TV studios (required for “live” links). Mobile (vehicle-based) satellite stations, which can be used e.g. for real-time relaying via satellite of a football match being held in a foreign country, also belong in this category. In these cases, the radio frequencies are made available only during the corresponding event and, thus for a limited period of time, in accordance with the request made by the interested party. Because of the urgent nature of these requests, EETT is obliged to respond to them as quickly as possible. During 2001, there

have been several cases of temporary assignment of radio frequencies, concerning mainly coverage of football matches via satellite.

8.4. Control and Monitoring

Efficient use of the scarce resource of radio frequencies presupposes the operation of an efficient mechanism for monitoring and control of their use. The tasks of such a mechanism should include:

- ✓ Resolution of harmful interference problems
- ✓ Auditing and suppression of illegal use of radio frequencies
- ✓ Monitoring of radio frequencies use
- ✓ Auditing of transmission antennas

As of 1 January 2001, pursuant to L.2867/2000, the tasks of monitoring and controlling the use of the radio spectrum, as well as the imposition of penalties to those in breach of the relevant legislation, constitute some of the most important responsibilities of EETT. Suppression of the illegal use of radio frequencies, which constitutes a prerequisite for protecting the rights of legal spectrum users, is also among the principal goals of EETT.

EETT receives relevant complaints and conducts all necessary technical audits and procedures in order to suppress the illegal use of radio frequencies. These audits refer to radio/TV stations and radio communications stations and cover the cases of stations operating

³⁸ “Regulation on the Determination of Operating Fees for Special Radio Networks”, EETT Decision 220/10/2001, FEK Issue 939/B/29-07-2001.



without a licence as well as of stations failing to fulfil the technical conditions for their operation in accordance with their licences.

Given the importance of the spectrum monitoring task, the following priorities have been set:

- ✓ Protection of human life (e.g. ensuring communications concerning public security)
- ✓ Protection of national security (e.g. Military Communications)
- ✓ Protection of legitimate users (e.g. telecommunications operators) against harmful interference
- ✓ Protection of citizens from uncontrollable transmissions

In this context, during 2001, priority checks were conducted regarding cases of interference in airport communication frequencies throughout the Greek territory, following complaints from both the Civil Aviation Authority and the Air Force General Staff. These audits were conducted either by dispatching an EETT mobile radio goniometry unit to the area in question or by measurements carried out by University Departments possessing the required know-how. Despite the particular complexity of interference problems in airborne communications, in the majority of cases the technical audits conducted and the findings established contributed significantly towards locating and eliminating the problems. Almost in all cases, the interference problems were caused by radio broadcasting stations, which, because of non-certified equipment and/or excessive transmit-

ting power, created disturbances to the frequencies used for aircraft communication.

Measurements were also carried out at the new Athens airport "ELEFTHERIOS VENIZELOS". In order to ensure the safe operation of the airport, EETT conducted intensive checks for recording radio broadcasts in the Prefecture of Attica and for locating stations broadcasting illegally. The results of these audits, in the form of technical reports, were forwarded to the competent Ministries of the Press and the mass media and of Transport and Communications, which then issued Decisions ordering the suspension of the operation and the confiscation of the equipment of the illegal radio broadcasting stations. In application of the above-mentioned Decisions, EETT then proceeded to confiscate 20 illegal radio broadcasting stations in the Attica region.

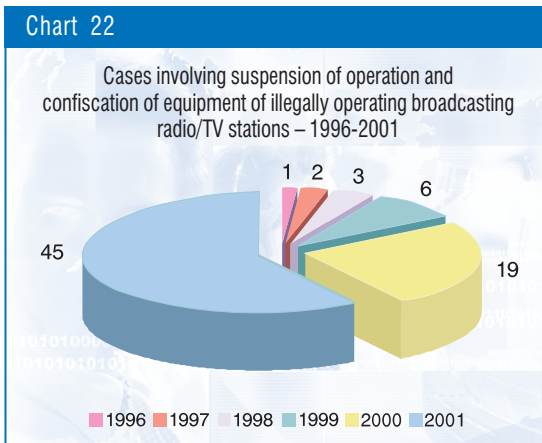
In addition to illegal transmission, other examined cases referred to radio/TV broadcasting stations operating under technical characteristics other than those provided for in their licences. It should be noted, that violation of the technical parameters of the transmission, described in the body of each station's licence, increases dramatically the risk of causing harmful interference. In such cases the legislation on radio/TV broadcasts³⁹ applies, according to which the decision concerning the legality of the operation of radio/TV stations, together with the imposition of administrative penalties to offenders come under the authority of the Ministry of Press and media. With regard to these stations, the responsibility of EETT is limited to performing the measurements required in each case and to forwarding the relevant

³⁹ The major laws being L.2328/1995, L.2644/1998 and L.2778/1999 (article 53).



technical reports to the competent bodies.

The audits conducted by EETT during 2001 resulted in the location and confiscation of a total of 45 radio/TV station transmitters operating in violation of the legislation on radio/TV broadcasts in force, compared to a total of 31 similar actions that had taken place in the 1996-2000 period (Chart 22).



Slightly fewer were the number of complaints received by EETT concerning interference problems in the frequency bands used by radio amateurs. In all cases checked, the source of the interference was located and the problem was eliminated. Cases of complaints concerning inappropriate spectrum use in areas outside Attica, which were technically simpler to deal with, were forwarded to the Transport and Communications Directorates of the Prefectural Authorities having local jurisdiction.

Checking of complaints concerning illegal installation of mobile telephony antenna masts was another important action undertaken by EETT in 2001. During the year, EETT received 286 such complaints: of these,

about half concerned illegal antenna mast constructions, with the remaining complaints concerning the provision of clarifications and information on antenna mast constructions that had already been licensed. On-site inspection reports were drawn up in several cases, in order to bring into action the procedures for imposing administrative penalties. A total of 227 complaints were processed, while the remaining 59 complaints are currently in the processing stage. It is pointed out that the decisions concerning the cases that have already been processed have been forwarded to the Public Prosecutors' Offices and Town Planning Departments having local jurisdiction, for further actions coming under their competence (imposition of administrative penalties and removal of illegal constructions, respectively). In relation to this matter, EETT initiated the process of hearings, while penalties (totalling EUR 43,673) were also imposed in some cases.

8.5. Radio Equipment and Telecommunications Terminal Equipment

The equipment used by subscribers for their connection to the network represents a significant part of every public telecommunications network. This equipment is divided into two broad categories: terminal equipment, which is used for wire-based network access (such as telephone sets, fax machines and ISDN devices), and radio equipment, which uses radiowaves (such as mobile phones).

Both terminal equipment and radio equipment are governed by technical standards in compliance to which they should operate. Regarding the former, compliance with these standards ensures that the equipment used will not cause harmful interference



to other communications services during its operation. The status regarding the placing of all telecommunications equipment on the market is governed at a European level by Directive 99/5/EC.

Introduction of this Directive into the Greek legislation took place by article 10 of L.2867/2000, which provides that "until publication of a Presidential Decree for harmonisation of Directive 99/5/EC, every device falling in the scope of application of Directive 99/5/EC may be placed in circulation and use in accordance with the provisions of the aforementioned Directive." The publication of the relevant PD, due to take place during 2002, is expected to specify the responsibilities of EETT with respect to the application of this Directive.

According to the above Directive, in the case of radio equipment which is to be placed on a national (Member State) market and which uses frequency bands whose use is not harmonised throughout the Community, the technical characteristics of such radio equipment should be notified to the National Authority responsible for Spectrum Management in the relevant Member State.

Since the beginning of the year, EETT has received and processed relevant notifications concerning equipment to be placed on the market. Furthermore, and in order to establish the basis for the application of Directive 99/5/EC in Greece, the following took place:

- ✓ The need for a more efficient processing of radio equipment notifications, the main characteristics for checking the suitability of this equipment and the specifications of a system to manage radio equipment notifications,

were identified

- ✓ A corresponding model notification form was created, and a study was undertaken in order to identify a more efficient way of processing these forms
- ✓ All interested parties were provided with information and clarifications concerning the new procedures governing the distribution of equipment in our country and the application of the Directive in question

At the European level, EETT participates in the TCAM Committee of the Enterprise Directorate-General of the European Commission. EETT submits requests for clarifications concerning the application of the Directive and follows closely all relevant developments.

9. Licensing of Antenna Masts

The high penetration rate of mobile telephony in the Greek market, in conjunction with the introduction of new telecommunications applications (FWA, UMTS) that rely on wireless networks, multiply the need for antenna mast construction installations covering the entire Greek territory. According to L.2801/2000, the installation and operation of every transmitting -and, in certain cases, also receiving- antenna requires (with the exception of special cases) the issue of an Antenna Mast Construction Licence, followed by the relevant approval of the Town Planning Authority having local jurisdiction. As of 1 January 2001, the responsibility for the issue of Antenna Mast Construction Licences lies with EETT (prior to that date, this was a matter under the competence of the Ministry for Transport and Communications).

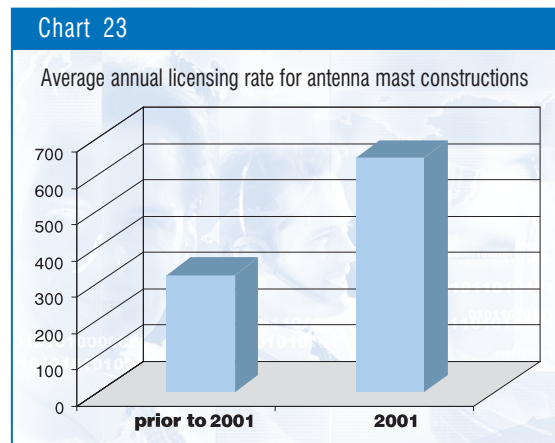


In particular, L.2801/2000 provides that, in order for an Antenna Mast Construction Licence to be issued, the following are required: (a) assignment or approval of the transmitting and receiving frequencies; (b) compliance with the provisions on electromagnetic compatibility; and (c) concurring opinion of the Civil Aviation Authority concerning safety to air navigation. In addition, after the licence issued by EETT is obtained, and in order for the Antenna Mast Construction to be installed and put into operation, the owner of the construction should obtain a relevant approval from the competent Town Planning Authority and the competent Forest Authority (the latter in the event that the location of the installation lies within a forest area).

The concurring opinion of the Hellenic Atomic Energy Commission (EEAE) concerning observance of maximum radiation levels is also a precondition for the licence to be issued. In order to establish the degree in which the allowed maximum levels are observed, all owners of antenna mast constructions are obliged to submit a relevant study to EEAE. Joint Ministerial Decision (KYA) No. 53571/1/3839 specifies the maximum allowable levels concerning safe exposure of the general population to electromagnetic radiation. These levels are consistent with those specified by the World Health Organisation.

In the context of its responsibilities, EETT in 2001 undertook to process the pending applications forwarded by the Ministry of Transport and Communications and, in addition, began to receive new antenna licensing applications submitted by telecommunications operators active in the market. By the end of 2001, EETT had concluded the examination of almost all applications that were accompanied by the necessary supporting documents. In particular, EETT

examined 740 applications, of which 650 were approved, followed by the issue of the corresponding licences. In their majority, these licences concerned antenna masts for mobile telephony, while a smaller number concerned antennas for satellite services and FWA services. Moreover, during 2001, archives containing 2,600 antenna mast construction licences (granted in the period from 1992 to 31.12.2000) were transferred from the Ministry of Transport and Communications to EETT.



EETT developed an electronic Antenna Mast Constructions register, containing data for all the above licences. This register is regularly updated with data from licences issued by EETT.

Pursuant to L.2801/2001, EETT in parallel issued a Regulation on Licences for Antenna Mast Constructions. The Regulation determines in detail the contents of the application, the supporting documents submitted and all details concerning the procedure followed. EETT also issued a Decision specifying the procedure to be observed for installation of FWA antennas in the premises of subscribers.



10. Olympic Games

During the 2004 Olympics to be held in Athens, the requirements concerning radio spectrum allocation will be significant. Therefore, appropriate management and efficient monitoring of the spectrum will be critical for the thorough and successful organisation of the Games, in terms of the technical issues involved as well as in terms of time-related restrictions.

The needs in spectrum that will arise refer to the hundreds of wireless cameras and microphones that are expected to be in simultaneous operation in Games premises. Other applications using radio frequencies include remotely-controlled wireless cameras and the wireless transmission of digital photographs, but also the broadcasting via satellite of the "Olympic feed" across the globe.

In contrast to the usual cases of interference, which may usually be dealt with as soon as the source of the problem is identified, it will not always be possible to solve problems arising during the Olympic Games in a timely manner. Consideration should be given to the very short duration of many events (such as the 100m sprint run, lasting only for about 10 seconds), which allows very little room for reacting to potential interference with the TV signal being broadcast across the world. It becomes evident that, in order to ensure the smooth organisation of the Olympic Games, there is a requirement for proper planning of the entire undertaking and for recording the needs that are expected to arise regarding the frequency assignments, so that the necessary actions are scheduled and carried out in time.

In the context of these obligations, EETT is an active member in the Working Group established in mid-2001 by the main spectrum users in Greece (Armed

Forces, OTE S.A., etc. In addition, EETT and "Athens 2004" Organising Committee representatives visited Sydney, in order to obtain detailed information from the staff in charge in the Australian Authority, which was responsible for radio spectrum management for the Sydney Olympics, about the design and implementation of the relevant project as well as the problems arising and the way in which they were resolved.

11. Participation in Working Groups of the Electronic Communications Committee

During 2001, EETT participated in the standing Working Groups addressing radio spectrum management issues under the European Radio communications Committee (ERC), recently renamed to Electronic Communications Committee (ECC). ECC forms part of the European Conference of Postal and Telecommunications Administrations (CEPT). Its activities on radio communications refer to policy development and coordination between Member States on regulatory and technical issues.

In particular, its main mission is:

- ▶ To achieve harmonised and efficient use of the radio spectrum across Europe, in order to satisfy the future spectrum requirements of users
- ▶ To support EU views in the ITU Conferences
- ▶ To promote the liberalisation of telecommunications

During 2001, EETT representatives participated in the Conference Preparatory Group for the World Radio communications Conference (CPG Working Group) and in the Frequency Management (FM) Working group. The



aim of the participation in the CPG Working Group is to obtain information and to prepare the positions of our country at a national and European level, in cooperation with the Ministry of Transport and Communication, which is responsible for radio spectrum policy issues. The aim of the participation in the FM Working Group is to obtain timely information on issues concerning usage of radio frequencies and future telecommunications services. EETT also participated in the ERC Plenary, where the overall results from the individual Working Groups are presented.

12. Goals

The supervisory role of EETT concerning radio spectrum management is focused on the rational utilisation of this scarce resource for the benefit of users and of the State, ensuring in parallel the protection of the public. In this context, EETT has set the following goals for 2002:

1. To protect citizens, legitimate users and security forces, through the implementation of a reliable and efficient radio spectrum management system. This system will allow EETT to ensure observance by legitimate users of the licence terms as well as the location of illegal users.
2. To cover, through the operation of the above system, the significant requirements in spectrum allocation, expected to arise in the context of the 2004 Olympics.
3. To rationalise pricing for spectrum services, with the aim to implement mechanisms for proper management and to encourage domestic competition.



Postal Services Sector

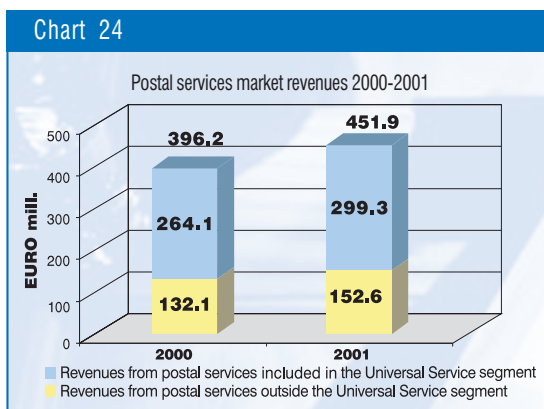




1. Overview of the Market

1.1. Market figures

According to EETT estimates, the turnover of the Greek postal market for 2001 was increased by around 14% compared to 2000 and is estimated to have reached EUR 452 mill. (GRD 154 bn.). Of this turnover, 66.2% is estimated to come from the provision of the Universal Postal Service (see Chart 24).



Source: EETT

The number of postal items handled in the Universal Service segment is estimated to have increased by 4.2%. The annual increase in the items handled through the other postal services estimated to exceed 16%.

The personnel employed in the entire postal services sector represents some 14,500 full-time employees and more than 2,000 persons employed on a part-time basis.

1.2. Features and Trends

Some of the key features and trends in the postal market of our country and of the EU are given in this section, as surveyed and established in the context of a

study carried out in 2001 on behalf of EETT⁴⁰.

1.2.1. Introduction

The postal services market in the EU is going through a period of intense developments and radical changes, and this is also observed, albeit to a lesser degree, in the postal market of our country.

At the EU level, postal operators focus their efforts on the efficiency of the production chain and on reducing transportation costs, product lifecycle (speed) and stocks. In this context, they are modernising their production chain through the introduction of integrated information systems and specialised software that support ordering management, product monitoring, pricing and production management in general. Universal Service providers in particular are faced with new needs resulting mainly from the liberalisation of the market. The national postal operators of many EU Member States have since long launched the reorganisation of their services with a view to:

- ▶ privatisation
- ▶ functional optimisation
- ▶ customer-centred focus
- ▶ aggressive growth strategies in new markets with the aim to promote their efficiency, profitability and growth.

The boundaries between postal services, courier services and logistics⁴¹ become increasingly blurred at the European level. Operators exclusively providing courier services seem to be restricted to local operations, while the large operators in the sector expand their activities and operations through the establishment of

⁴⁰ It is noted that part of this study is available on the EETT/Website (section: Postal Services/Surveys – Postal Market Study).

⁴¹ Logistics: Supply-Chain Management.



cooperations, participations etc. with international players, national postal administrations, airline carriers and transportation companies, with the aim to offer programmes providing integrated solutions in terms of both geographical coverage and service provision. This trend intensifies the degree of concentration and results in the certainty that in the next 5-year period there will be between three and four business poles in the EU, a result which will probably bring about a multitude of mergers and acquisitions, especially among the sector's small and medium-sized companies.

Technological developments, and especially the extensive use of the Internet, seem to exercise a two-fold influence on the European market for postal services. The widespread use of e-mail has considerably reduced the mailing of letters, particularly between private individuals, while the use of e-commerce has led to an increase in parcel dispatches and, chiefly, to the development of new services (such as deliveries of orders made over the Internet, electronic management of information, electronic stamping etc.). Furthermore, the growth of B2B (business-to-business) e-commerce has greatly boosted the growth of logistics.

1.2.2. The market for Universal Service

As already mentioned, the prospect of liberalisation of the postal market is leading most of the national postal administrations in the EU countries towards privatisation (totally or partially), so that they can effectively support the differentiation in their services, emphasizing courier and logistics services. E-commerce also seems to represent a service with considerable growth potential in this particular market, especially in countries with a history of well-developed mail-order sales.

The Greek market for Universal Service is in general

expected to follow the same path; however, one key difference is the penetration of e-commerce, which, due also to the relatively low diffusion of the Internet and of mail-order sales, does not seem to have significant potential for growth among private individuals and businesses. It should be noted that e-mail penetration may represent an inhibitive factor for the long-term growth of the market.

During the last five years, the Greek market for Universal Service has been characterised by an annual increase in volume (i.e. in the number of postal items handled) of the order of 4-5%, while the corresponding annual growth rate for the corresponding market in the EU is of the order of 2-2.5%. This difference is attributed partly to the fact that the postal market in most EU countries is already well developed in terms of absolute values, compared to the postal market in our country⁴². Given that the EU postal market is also characterised by a dynamism and intensity of competition higher than those characterising the Greek one, then, despite the high growth rate mentioned above for the Greek market in terms of volume (expected to be maintained during the next five-year period), the difference in absolute values is not expected to diminish significantly.

The number of persons employed in the EU market for Universal Service exhibits a falling trend, caused by factors such as the increase in the level of competition, privatisation, the introduction of new technologies and the effort for squeezing service provision costs. In Greece, the number of persons employed in Universal Service segment remains stable (some 11,000 employees). The "barriers to entry" for the Greek market for Universal Service are high, as ELTA is already well-established and offers extensive geographical coverage. The relative satisfaction expressed by the majority of consumers regarding the quality of ELTA

⁴² The above reference concerns the values of comparable indicators, such as the number of postal items handled per inhabitant.



services seems to be connected to their low "expectations" regarding the quality of these services.

In general, the attractiveness of this particular market may be characterised as low. It should be noted that as of 2001, two more operators besides ELTA possess a licence for the provision of postal services in the liberalised Universal Service segment, without however significant activities in this area.

Finally, in addition to technological developments, market liberalisation and the intensification of competition, the Greek postal market is also expected to be influenced by the entry of a strategic partner in ELTA.

1.2.3. The market for courier services

The market for courier services is estimated to have significant prospects for growth at the European level. Despite the fact that most of the national postal operators in each country are in an advantageous position in the segments of express dispatches and parcel forwarding, many private companies operating in the sector are gaining ground. In general, this market is expected to further grow at a pan-European level, due to:

- The trend for using third-party services in order to benefit from economies of scale
- The globalisation of manufacturing tasks
- The new streamlined management and cost-efficiency systems used in enterprises, which have led to a reduction in the levels of products held in stock

The Greek market for courier services, which for approximately ten years was characterised by annual growth rates of 25-30% (in value), seems now to be reaching an equilibrium around annual growth rates of the order of 15-20%, and represents a total value of around EUR 152.6 bn. Within this market, an increase is observed in domestic

dispatches and, parallel to that, a steeper increase in the volume of small parcels handled as compared to documents.

Employees in the market for courier services represent approximately 3,500 persons, without including in this calculation the number of agents-representatives located in the provinces. Based also on the experience from the EU, the number of those employed (directly or indirectly) in this particular market is expected to increase significantly, depending of course on the evolution of the companies active in the sector.

The high-end of this market is characterised by high concentration, as 3 companies account for more than 65% of the corresponding market, with a large number of companies competing for the remaining market share (highly segmented low-end).

The companies active in the market can be categorised in three types, based on the extent of their network and, by extension, on the type of their activities:

- International: This category refers to a small number of subsidiaries of large foreign international firms (DHL, TNT, UPS, FEDEX), which undertake primarily (or exclusively) dispatches abroad. In the domestic market, these companies mainly enter into cooperation agreements with other courier companies, using the networks of these courier companies within Greece
- National: These are Greek companies which primarily handle dispatches within Greece, relying on their available network of branches and local representatives
- Local: Companies active within the boundaries of a city, which account for the largest number of companies in the sector and for the smallest share in the sector's turnover

The market for courier services in Greece offers to



consumers a broad range of options regarding quality and price, with tariffs being kept low. In general, there is no minimum price level (floor price), and most companies are of the opinion that it is the customers who shape the business policy of each company, through their particular needs and requirements. The pricing policy applied by the majority of the companies during recent years is characterised by slight price increases that correspond to the level of inflation and/or maintain the prices stable, leading to one-figure percentages profit margins or even to losses. It should also be noted that establishment of a company in the market for courier services appears to require high advertising expenditures, a fact leading to a further squeeze of profit margins.

Competition between companies will in the future focus mainly on the type of services offered (in addition to forwarding documents and parcels), the existence of sufficiently extensive networks, the routing speed and the provision of special rates and discounts related to the volume and frequency of dispatches of each specific customer. The companies wishing to enter the market now are faced with major difficulties, as they must have available considerable funds and appropriate technological infrastructure, as well as support and know-how. It is estimated that in the future the prices for the services provided will remain stable whereas the cost of their provision will increase, resulting in very acute survival

problems for the small companies in the sector. This situation will result in a reduction of the number of companies and in the survival of those who shall establish appropriate "networking" arrangements with other international, national or local operators, with the aim to improve their infrastructures and benefit from economies of scale.

2. Licensing

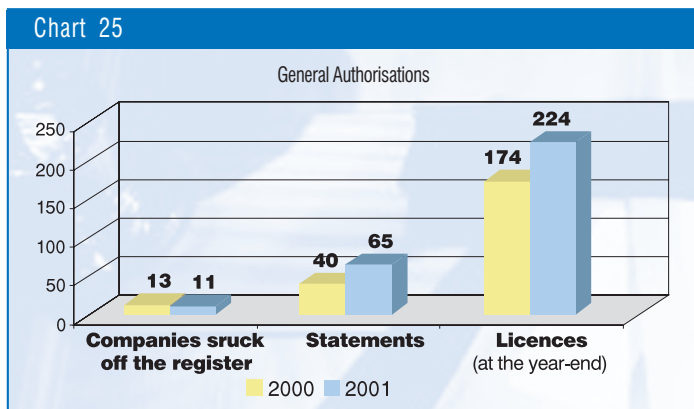
On 31 December 2001, the General Authorisations register of EETT contained 224 entries, corresponding to an increase of 29% compared to the end of 2000 (see also Chart 25).

Regarding the provision of postal services subject to General Authorisation status, it should be noted that interested companies are required to register in the corresponding Postal Operators Register kept with EETT. Registration in this register presupposes the submission of a relevant statement to EETT, acceptance of which constitutes the General Authorisation.

On the basis of the above, 65 statements for the issue of General Authorisations were submitted to EETT during 2001. After due examination and evaluation, 61 of these were accepted, whereas the remaining ones were rejected. In addition, EETT struck off the register 11 companies. Striking off usually takes place upon submission of a relevant request by the company concerned, but may also take place at the discretion of EETT, pursuant to the legislation in force and to EETT Decisions.

During 2001, business interest was also expressed for Individual Licences, with 2 companies (Metropolitan Couriers and Fterotos Ermis) submitting to EETT applications for the provision of postal services coming under the liberalised Universal Service segment. According

Chart 25





to L.2668/1998, Individual Licences are granted by the Ministry of Transport and Communications, following submission by EETT of a relevant opinion. EETT evaluated the applications and submitted its positive opinion to the Ministry of Transport and Communications on granting the licences, which were issued in July 2001 and October 2001, respectively.

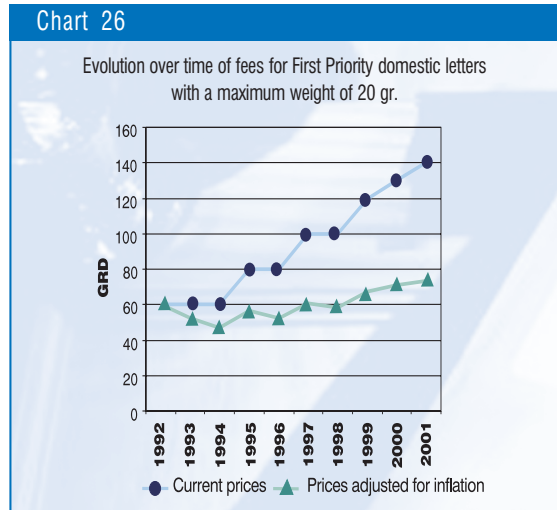
Detailed lists of companies holding General Authorisations and Individual Licences are given in Appendix V. These lists refer to the licensing status valid as of 31 December 2001. It should be noted that similar lists containing up-to-date information are also available on the EETT Website⁴³.

3. Universal Service

L.2668/1998 and the various Ministerial Decisions issued under the authorisation granted by it specify the quality, the quantity and the price formulation method for a set of postal services which must be offered permanently, adequately, at a specified quality and at prices affordable for all users, regardless of the location within the territory of Greece where users are based. This specific set of postal services constitutes the so-called Universal Service. Furthermore, according to the above-mentioned Law, ELTA is the operator under obligation to provide the Universal Service (Universal Service provider).

3.1. ELTA Costing System and Tariffs

The evolution over time of the ELTA fees for one of the primary services coming under the scope of the Universal



Service, more specifically for domestic First Priority letters with a maximum weight of 20 gr., is shown in Chart 26.

According to L.2668/1998, the tariffs for services coming under the scope of the Universal Service must, inter alia, be transparent and harmonised with the cost of their provision (cost-oriented). Consequently, appropriate determination of the cost for providing these services is required in order for these services to be priced. The costing system is an accounting tool used for this purpose (i.e. for the allocation of costs to services).

The responsibilities of EETT include the audit and approval of the ELTA Costing System to be applied. In this context, EETT evaluated the Costing System developed by ELTA, which was submitted to EETT for the first time in early 2001. Following the evaluation conducted in accordance with the provisions of L.2668/1998 and of Directive 97/67/EC, EETT approved the Costing System submitted.

In implementing its Costing System, ELTA announced

⁴³ In the section: Postal Services / Registers of Postal Operators.



the application of new tariffs as of 4 June 2001. Given that the protection of users' rights is a duty of EETT, and in the context of the responsibilities of EETT that refer to checking the cost-orientation and transparency of Universal Service tariffs, EETT proceeded to evaluate the aforementioned tariffs. With a relevant Decision, issued on 30 May 2001, EETT pronounced ELTA tariffs to be cost-oriented and established on the basis of its costing system which EETT had previously approved. However, EETT reserved its assessment of whether the cost for the provision of the Universal Service is consistent with all provisions under article 20, paragraph 2 of L.2668/1998 and, more specifically, of whether this cost lies within the boundaries of proper (efficient) management. It is pointed out that the procedures concerning the assessment of cost-orientation and efficient management are key regulatory responsibilities of EETT that aim to ensure, inter alia, non-wastage of financial resources available for the entire market due to potentially inefficient management of any one of its sectors (e.g. possibly of the postal sector in this particular case). The procedure for the assessment of efficient management has already been initiated by EETT and is currently in progress.

3.2. Quality and Terms for Provision of the Universal Service

Ministerial Decision No. 79293 of 29 December 2000 determined the quality specifications and the terms under which the Universal Service must be provided. These quality specifications refer to a specific handling speed and to a specific reliability level (which is also measured in terms of handling speed) for the delivery of First Priority mail (domestic and international).

The control of the quality in the provision of the Universal Service is also a responsibility of EETT and refers precisely to the measurement of handling time (and, thus, also of the speed and reliability) for the aforementioned mail (domestic and international).

In the context of the quality control of the Universal Service for domestic mail, EETT selected, as provided for by Ministerial Decision No. 79293 of 29 December 2000, a body (external associate) for measuring the quality of the Universal Service, i.e. a body to attend to the measurements being taken and to the results being calculated. In cooperation with this body, a suitable system consistent with the Ministerial Decision was designed, based on which the quality control of the provision of the Universal Service will be conducted. The measurement system was applied as of 1 January 2001 and the results of measurements for the first semester of 2002 will be published in September 2002.

For measuring the quality of the Universal Service for international mail, EETT utilises, as specified by the above-mentioned Ministerial Decision, data published by the International Post Corporation (IPC), based on measurements taken for International Mail. In September 2001, EETT announced the results of quality measurements for First Priority international mail, published by IPC for the first semester of 2001. According to these results, ELTA meets in a satisfactory manner the quality norms determined by Ministerial Decision 79293 of 29 December 2000 concerning outgoing letter mail. However, in what concerns incoming mail, which typically characterizes the performance of the national Universal Service provider (i.e. of ELTA in this particular case), it was established that the performance of ELTA lags behind the norms specified by the above-mentioned Ministerial Decision. For this reason, EETT has initiated the necessary audit procedures concerning this body, as provided for by L.2668/1998.

In what concerns the quantity and the terms under which the Universal Service is provided (collection and delivery of mail in remote areas etc.), EETT, in cooperation with ELTA, ensures that the provisions of Ministerial Decision No. 79293 of 29 December 2000 are fulfilled.



4. Operating Status of Postal Companies - Postal Networks

During 2001, work carried out by EETT included, inter alia, a survey for identifying and recording all companies providing postal services in the Greek market under any status, as well for recording the operation of all postal networks in the country. The main objective of this project was to establish the operating status of the above companies and, consequently, determine the intensity of competition in the market, as well as to identify non-licensed companies active in the provision of postal services, given that evidence was available as to their existence.

For this reason, EETT conducted a systematic survey using the information held in the register and the archives of EETT and cross-checking this information against data gathered mainly from the Chambers of Commerce and Industry and the Tax Authority Offices across the country.

In the context of this project, and taking into consideration the legislation in force (L.2668/1998 as well as the overall Greek legislation), EETT introduced the meaning of Postal Network as “the sum of the organisation and every type of resources and natural or legal persons that the holder of a General Authorisation or Individual Licence uses for fulfilling his purposes and obligations, as these result from the General Authorisation or Individual Licence”.

Based on the above, EETT specified that a company forms part of the network of another licensed postal company when the former operates under the orders and on behalf of the latter, i.e. when the liability

concerning the provision of postal services (towards the legislation as in force each time, and towards EETT, the Authorities and the customer or any interested party) rests with the licensed company. In this case, all items related to the provision of the postal services offered by such company, i.e. commercial policy, price lists, Charter of Obligations to the Consumer, notes to and from the customer, invoices to and from the customer etc., come under the competence and liability of the licence owner.

Thus the companies, which at the end of 2001 were providing postal services in the Greek market, can be categorized as follows in terms of their operating status:

- ▶ ELTA, who primarily provides the Universal Service
- ▶ 224 companies holding a General Authorisation for the provision of postal services, two of which also hold an Individual Licence
- ▶ 1,042 companies operating as ELTA agencies (three-tier), i.e. forming part of its network, in addition to ELTA postal offices
- ▶ 430 companies which do not possess a General Authorisation or Individual Licence but operate under the order and on behalf of other licensed companies in the private sector, i.e. form part of the network of such licensed companies in addition to their offices
- ▶ Around 100 companies for which there is evidence that they operate without observance of the requirements of the law. With respect to these companies, EETT has already initiated the audit procedures as provided for by the law



5. Consumers-Control and Supervision

During the year, EETT received more than 700 telephone calls and written requests by private individuals and postal companies, concerning requests for information, filing of protests and lodging of complaints for violations of the legislation in force and for inadequate postal service. Most of the problems and complaints by private individuals were traced to matters concerning service quality and observance of the obligations of postal companies in the provision of postal services.

EETT sees to the investigation of complaints and the resolution of disputes arising between consumers and postal companies, as well as between postal companies themselves, with the aim to protect and serve consumers and ensure at the same time the observance of competition rules, the completeness of the terms and conditions under which licences are granted etc.

Regarding in particular, regarding protests and complaints by users, the practice followed in general by EETT during 2001 was, initially an effort to activate the Dispute Resolution Committees that each company is under obligation to have in operation in accordance with L.2668/1998. This practice yielded positive results in many cases, as it was established that users received satisfactory responses to their protests.

However, in the cases where the problems or complaints could not be resolved through the Dispute Resolution Committees, as well as in the cases of complaints concerning potential violation of the provisions of the legislation in force, EETT resorted to Hearings. In particular, these cases (with the exception of one) concerned:

- 4 complaints by postal companies against other postal companies
- 7 complaints by consumers and reports by the Ombudsman concerning violations of the legislation in the provision of postal services

The results of all Hearings held were the following:

- 3 recommendations were addressed to an equal number of companies
- Fines ranging from EUR 14,674 to 132,062 (GRD 5 to 34 mill.) were imposed on six companies
- 1 application by a company requesting revocation of a Decision imposing a fine was rejected.
- 1 complaint was rejected
- 1 company was acquitted from the complaints filed by the consumer

It should be noted that the procedure concerning this form of audit takes place on the basis of the EETT Regulations in force, which provide for the participation of the parties being audited in all stages, via appearances, hearings, rebuttal of findings etc.

More information concerning the above audit procedures is available on the EETT Website⁴⁴.

Finally, it is mentioned that EETT is already in the stage of preparing a suitable infrastructure which will support an intensive and more efficient management of complaints and problems referred to it by consumers and companies.

6. Other Actions

6.1. Recommendations and Opinions submitted to the Ministry of Transport and Communications

During 2001, EETT submitted to the Ministry of Transport and

⁴⁴ In the section: Postal Services/Decisions/On audit procedures



Communications two opinions on the granting of Individual Licences, and one opinion-recommendation entitled:

"A. Recommendation on the new Law being drafted on the Sector of Postal Services Provision.

B. Comments/remarks on the Draft Law on the Sector of Postal Services Provision drafted by a Ministry of Transport and Communications Working Group (communication under Ref. No. YME 3827 dated 11 June 2001)".

The recommendation submitted to the Ministry of Transport and Communications regarding the new Law on the Sector of Postal Services Provision being prepared aims to promote developments and to support the growth of the postal market by:

- Strengthening competition
- Ensuring equal treatment of postal services operators
- Promoting the creation of business schemes capable of meeting the needs of the postal market for the provision of modern and integrated postal services provided under competitive quality and price terms
- Modernising and improving the operation, performance and productivity of the Universal Service provider
- Ensuring provision of the Universal Service not only as a social benefit but as a means for the development of the postal market itself

6.2. Conclusion of the Study entitled "Postal Market Study and Survey"

The study-survey of the Greek and EU postal markets, of which data have been presented in previous subsections, was concluded during 2001. The results and data from this survey are considered particularly useful to EETT, as it is estimated that they contributed to the specification and documentation of its positions and opinions on the market for postal services (in Greece and in the EU) and to the

planning of its future actions concerning postal services provision sector.

6.3. Announcements of Public Interest

In accordance with L.2668/1998 and Ministerial Decision No. 79293 of 29 December 2000, EETT made the following announcements – publications concerning the quality of the Universal Service:

- Publication of the Universal Service quality specifications, as these were determined by Ministerial Decision No. 79293 of 29 December 2000
- Publication of quality measurements regarding Universal Service for international mail for the first semester of 2001
- Publication of quality measurements regarding international mail for the first semester of 2001, for all EU Member States

7. Goals

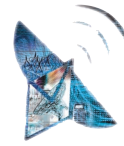
The main goals of EETT for 2002 are as follows:

- ✓ To prepare the market for postal services for the new liberalisation step that has been decided for 2003
- ✓ To ensure the quality and quantity of the Universal Service, and to support the growth of the corresponding market
- ✓ To develop and apply codes of ethics regarding the exercise of postal activities
- ✓ To check licensed companies as to the observance of the law and of the obligations resulting from their licences, and in particular as to the observance of the Charter of Obligations to the Consumer and the quality of the services provided
- ✓ To contribute, in the context of its responsibilities, to the preparation of the market in view of the 2004 Olympic Games



The National Telecommunications & Post Commission (EETT)





Pursuant to the new Telecommunications Law (L.2867/2000), the National Telecommunications and Post Commission (EETT) is established as an Independent Administrative Authority enjoying administrative and financial independence.

Its main responsibility is to exercise supervision, control and regulation of both the telecommunications market and the postal services market in Greece.

The establishment and operation of EETT are regulated by legislative acts, in full compliance with the constitutional principles concerning the organisation and staffing of Independent Administrative Authorities. In this context, EETT is a collegial body, composed of nine members who are selected from among persons of recognised standing and scientific expertise in the technical, economic or legal field. Their selection takes place by a Decision of the Conference of Parliamentary Chairmen, taken with an increased majority of four fifths of its members, and their appointment is for a term with a specific term (five years, with possibility of renewal for one additional term).

The Law guarantees the independence of EETT, providing

that its members enjoy full personal and operational independence in the execution of their duties and are in parallel obliged to observe the principles of objectivity and impartiality. The requirement for independence is of increased importance for the President and the Vice-President of the Commission, who are appointed by law as full-time public functionaries whose office is incompatible with the exercise of any public function or professional activity other than teaching.

In parallel, and in line with the dictates of the Constitution, the qualifications, selection procedure and official status of the Special Scientific and other personnel of EETT are set out in the Law so as to ensure that EETT is staffed with suitably qualified personnel, capable of responding to the increased requirements faced by the Authority.

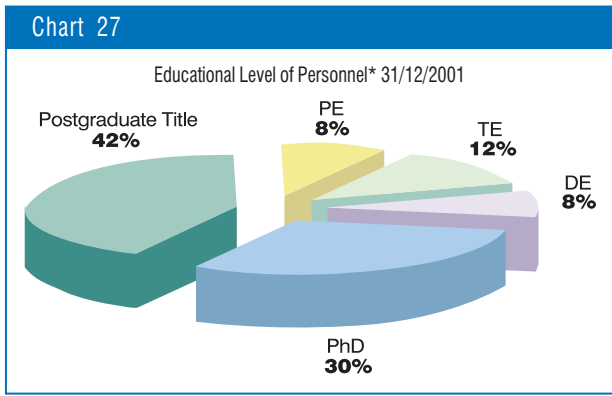
1. Staffing and Development

EETT provides for the adequate organisation, staffing and structuring of its operation, with the aim to carry out its regulatory and supervisory role in an effective manner and to respond directly to the ever-increasing needs of the market.

	31/12/1998	31/12/1999	31/12/2000	31/12/2001
Special Experts	-	-	26	37
Permanent Personnel with University Education (PE)	-	-	-	3
Permanent Personnel with Technical Education (TE)	-	-	6	6
Permanent Personnel with Secondary Education (DE)	-	-	1	4
Personnel under secondment	1	1	2	6
Personnel made temporarily available from other organisations	12	13	1	2
Members of Working Groups*	4	4	12	20
TOTAL	17	18	48	78

* Associates participating in Working Group

⁴⁵ Article 101A of the Constitution as recently amended (Resolution of the Seventh Revisionary Parliament of the Hellenes, FEK Issue 84/A/17-04-2001).



*Permanent Personnel and Special Experts

The project (study) on the organisation of EETT, (begun in 2000 with the aim to review needs and to investigate, design and map out a suitable organisational structure for EETT), continued and was concluded during 2001.

The relevant Draft Presidential Decree, specifying, inter alia, the internal structure of EETT and the qualifications and selection method for its departmental heads, was a product of this study. Following the publication of the Presidential Decree, EETT's goal is to proceed with its implementation, which is expected to make a significant contribution towards a more effective organisation of its functions.

Furthermore, in order to respond to its new expanded responsibilities, EETT increased its human resources during 2001. Thus, the personnel of EETT increased

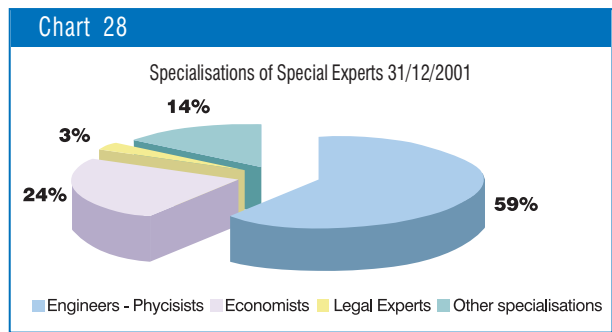
from 48 employees at the end of 2000 to 78 employees at the end of 2001. Of these employees, 58 were employed on a full-time basis and 20 were employed as external associates – members of Working Groups. The evolution of personnel and their educational level are shown in Table 21 (previous page) and Chart 27, respectively.

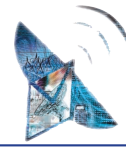
On 31 December 2001, the Special Experts consisted of 37 scientists, who in their majority were engineers-physicists, economists and legal experts. Their breakdown by specialisation is shown in Chart 28.

It should be noted that EETT aims to conclude the procedures for its staffing, in accordance with L.2867/2000, by the end of 2002.

Recognising the importance of the continuous training of its personnel on issues regarding the telecommunications and postal markets, EETT organised in 2001 a number of training seminars. In parallel, the Special Experts of EETT made a number of business trips to EU countries, in the context of ongoing activities concerning familiarisation with developments and communication with the other European Regulatory Authorities. A new cycle of training seminars, of both general and specialised orientation, is planned for 2002.

The increase in the personnel during 2001 established the coverage of the resulting accommodation needs as an immediate priority, and was the reason behind the expansion of the office premises of EETT. One of the main goals of EETT is to locate its activities in a privately-owned building that will meet the special requirements of its operations, especially in what regards radio spectrum supervision and surveillance and matters related to electronic signatures.





2. Operational Programme for the Information Society under CSF III

The Third Community Support Framework (CSF III) includes implementation of an Operational Programme aimed to support and promote the participation of Greece in the Information Society in an integrated and effective manner. The Operational Programme for the Information Society (OPIS), as this programme has been named, is of a horizontal nature, as it includes interventions in various Public Sector areas that aim to improve the quality of life of citizens and the services provided to them.

In this context, EETT already implements a number of projects that are proposed for inclusion in the OPIS. These projects come under the main strategic planning and policy action lines of EETT, which were determined in the context of its new responsibilities. For establishing the needs of EETT and for planning the above projects a relevant Business Plan, co-financed by the OPIS, was developed.

More in particular, EETT has planned a number of actions regarding the implementation of mechanisms for promoting competition in the telecommunications sector and modernising radio spectrum management procedures, as well as for strengthening its own supervisory and regulatory role. In addition, special emphasis has been placed on the improvement of the effectiveness of the operation of EETT and on the training of its personnel, so that they are in a position to address the increased operational requirements resulting from the role of EETT.

On the basis of the above-mentioned plan, established between May and December 2001 for the period 2001-2006, the following strategic action lines (and corresponding interventions and projects under each one of them) have been planned:

Strategic Action Line 1: Modernisation of structures and implementation of mechanisms for radio spectrum management

- ▶ Organisation and modernisation of radio spectrum management procedures
 - Study on and implementation of the organisation of the Radio Spectrum Division
- ▶ Implementation of the National Radio Spectrum Management and Supervision System
 - National Radio Spectrum Management and Supervision System – Phase A
 - National Radio Spectrum Management and Supervision System – Phase B
 - Spectrum Pricing Policy revision and definition study

Strategic Action Line 2: Improvement of the effectiveness of the operation of EETT

- ▶ Organisation and modernisation of EETT
 - EETT organisation study
 - EETT network infrastructure and equipment
 - EETT Integrated Information System
- ▶ Development of mechanisms for implementation of the regulatory framework and for monitoring and regulating the telecommunications and postal markets
 - National Emergency Plan for Telecommunications
 - Electronic Signature
 - Postal market mapping studies
 - Supporting Studies
- ▶ Training of human resources
 - Training on issues regarding the operation of Regulatory Authorities
 - Continuous Training on Leading-Edge Technologies
 - Basic and Advanced Training on Information & Communications Technologies (ICT)

▶ Intervention □ Project



Table 22: Budget of EETT interventions in the framework of the Operational Programme for the Information Society (OPIS) – 2001-2006

Intervention	EUR	GRD
Organisation and modernisation of radio spectrum management procedures	1,027,000.00	349,950,250
Implementation of the National Radio Spectrum Management and Supervision System	32,184,600.00	10,966,902,450
Organisation and modernisation of EETT	4,680,534.60	1,594,892,165
Development of mechanisms for implementation of the regulatory framework and for monitoring and regulating the telecommunications and postal markets	6,423,653.00	2,188,859,760
Training of human resources	1,320,600.00	449,994,450
Total budget	45,636,387.60	15,550,599,075

The total budget for the above EETT interventions planned for implementation during the period 2001-2006 and proposed for inclusion in the OPIS, amounts to EUR 45,636,388. The breakdown of this budget by intervention is shown in Table 22.

EETT is already implementing a number of the projects mentioned above and has in parallel submitted to the OPIS Administrative Authority the Project Technical Description Forms as required for approval of funding for the following projects:

- ✓ EETT organisation study
- ✓ EETT network infrastructure and equipment
- ✓ National Radio Spectrum Management and Supervision System – Phase A
- ✓ Spectrum Pricing Policy revision and definition study
- ✓ Postal market mapping studies

3. EETT Website

(<http://www.eett.gr>)

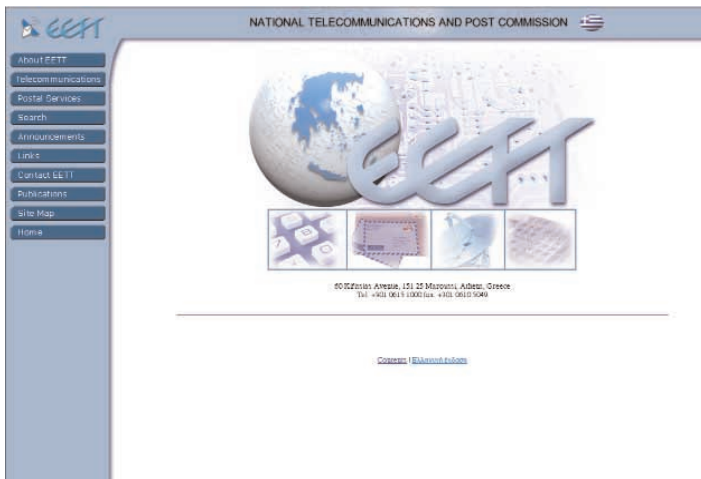
The EETT Website is a useful tool for consumers and businesses. In order to respond to rapid developments

in the sector and to the increased requirements of those accessing its Website, EETT upgraded and redesigned the site in June 2001.

The new Website has been reconfigured and expanded, with new functionalities and with more information, which is continuously renewed. The aim was to make access to the Website pages even easier, so that the site remains a primary source for information search and retrieval. It is estimated that the new structure of the Website and the increased volume of information uploaded and renewed played a significant part in the increase of the volume of page accesses recorded during the year.

More in particular, the contents of the site are organised in the following subject areas (a detailed site map is given in Appendix VII):

- EETT-Organisation
- Telecommunications
- Postal Services
- Search
- News-Announcements
- Links
- Contact information
- Publicity



- ▶ Site Map
- ▶ Jobs

The new Website is significantly enhanced in what regards matters concerning the licensing of telecommunications and postal operators; as a result, the Website has become a key tool that facilitates the work of EETT and the provision of information to businesses. A practical result of this enhancement is that in cases of submission by a business of a statement for registration concerning the provision of telecommunications services under General Authorisation status, EETT publishes the corresponding acceptance of the statement on its Website, without requirement for the relevant certificate to be mailed to the business representative. The Website also played an important role in supporting the procedure for granting Individual Licences for 2G and 3G Mobile Services, by providing a medium for direct publication of the texts regarding the licensing procedure (such as the Information Memorandum and the Invitation to Tender) as well as of the auction results.

Special emphasis was also placed on the provision of information concerning the new National Numbering Plan, with the aim to better inform the public and the

businesses about impending changes. The relevant Webpages contain a detailed and simplified presentation of the changes brought about by the new plan, with further information provided in the form of a Q&A list. This module contributed to the familiarisation of the public and of businesses-users with the new plan. Instructions for adjustment to the new plan were also published for businesses and users.

The Website also supported all Public Consultations held during 2001 regarding: (a) the specifications of the Radio Spectrum Management and Supervision System; (b) Universal Service in telecommunications; (c) Shared Access to the Local Loop; (d) the introduction of Public Digital Mobile Services in the 410-430 and 450-470 MHz bands (TETRA); and (e) electronic signatures.

Among the other important expansions of the Website is the new area under the title "Publicity", where news, press releases, EETT Annual Reports etc. are published, and the section providing links to other National Regulatory Authorities and telecommunications operators abroad.

The immediate plans of EETT concerning its Website include the upgrade of the method used in searching for operators and licences and the improvement of the method for presenting and searching for numbers allocated under the National Numbering Plan.



4. Financial Statements

NATIONAL TELECOMMUNICATIONS AND POST COMMISSION

BALANCE SHEET AS AT 31 DECEMBER 2001 - 7th OPERATING PERIOD (1 JANUARY - 31 DECEMBER 2001)

ASSETS	Amounts on 31.12.2001			Amounts on 31.12.2000			LIABILITIES	
	Aquisition Cost	Accumulated Depreciation	Undepricated Value	Aquisition Cost	Accumulated Depreciation	Undepricated Value	31.12.2001	Amounts on 31.12.2000
C. FIXED ASSETS							A. EQUITY	
II. Tangible Fixed Assets							IV. Reserves	
5. Transportation Equipment	43.306.977	15.167.642	28.139.335	16.610.600	11.295.196	5.315.404	2. Extraordinary reserves	100.000.000
6. Furniture & office Equipment	343.595.347	152.280.222	191.315.125	132.075.773	105.875.250	26.200.523	3. Special reserves	5.258.000
Total Tangible Assets (C II)	386.902.324	167.447.864	219.454.460	148.686.373	117.170.446	31.515.927		105.258.000
III. Investments and other							V. Results Carried Forward	
Long Term Receivables							Profit carried forward	37.680.933.172
7. Other long-term receivables			61.336.000			16.395.808	Losses from YME reserve	31.611.856.996
Total Fixed Assets (C II+C III)			280.790.460			47.911.735	Total Equity (AIV+AV)	37.639.324.218
D. CURRENT ASSETS							C. LIABILITIES	
II. Receivables							II. Current liabilities	
1. Customers			160.010.520			225.357.183	1. Suppliers	191.701.642
11. Sundry debtors			953.865			509.237	4. Customers' advance payments	14.382.178
			160.964.385			225.866.420	5. Taxes & Duties	30.904.955
IV. Cash at the Bank and in hand							6. Social Security Organisations	15.863.862
1. Cash in hand			37.800			255.255	11. Sundry creditors	134.786.652
3. Current & time deposits			37.526.127.499			31.473.453.659	Total Liabilities (C II)	387.639.289
			37.526.165.299			31.473.708.914		59.664.164
Total Current Assets (DII+DIV)			37.687.129.684			31.699.575.334	D. TRANSIT CREDIT BALANCES	
E. TRANSIT DEBIT BALANCES							1. Revenue Cashed in advance	0
1. Prepaid expenses			625.876			76.241	2. Accrued expenses	0
2. Deferred income			175.701.857			46.027.397	3. Other credit transit balances	117.284.370
			176.327.733			46.103.638		5.330.705
TOTAL ASSETS (C+D+E)			38.144.247.877			31.793.590.707	TOTAL LIABILITIES (A+C+D)	38.144.247.877
DEBIT MEMO ACCOUNTS							GREDIT MEMO ACCOUNTS	
2. Debit account of guarantees & collateral securities			5.081.861.034			516.580.936	2. Credit balances of guarantees & collateral securities	5.081.861.034
4. Other debit memo accounts			48.610.345.833			0	4. Other memo accounts	48.610.345.833
			53.692.206.867			516.580.936		516.580.936

NOTE: The turnover for the year ending on 31.12.2001 includes the proceeds of the auction held for granting Licenses for Fixed Wireless Access, amounting to GRD 19.720.000.000

PROFIT AND LOSS STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2001 (1 JANUARY - 31 DECEMBER 2001)

I. OPERATING RESULTS	Amounts for the Year ended 31.12.2001		Amounts for the Year ended 31.12.2000	
Turnover (fees received)		6.119.416.788		23.288.647.334
Gross margin		6.119.416.788		23.288.647.334
Plus: Other operating income		942.110.174		267.915.719
Total		7.061.526.962		23.556.563.053
Less: 1. Administrative expenses	2.500.528	(2.500.258.181)	1.115.584.995	(1.115.584.995)
Operating results		4.561.268.781		22.440.978.058
Plus: 4. Interest received and related incomes	1.508.256.702		667.576.582	
Less: 3. Interest charges and related expenses	730.356	(1.507.526.346)	183.670	(667.392.912)
Total Operating Results		6.068.795.127		23.108.370.970
II. PLUS: EXTRAORDINARY RESULTS				
1. Extraordinary and non-operating income		209.144		118.786
2. Extraordinary profit		0		10.090
3. Income from previous periods		99.120		2.327.873
		308.264		2.456.749
Less: 1. Extraordinary and non-operating expenses		27.215		528.453
2. Extraordinary losses		0		117.731
3. Expenses of previous periods		0		1.145.397
		27.215		1.791.581
Operating & extraordinary results (profits/losses)		6.069.076.176		23.109.036.138
Less: Total depreciation of fixed assets		50.277.418		20.924.495
Less: Depreciation included in operational cost		50.277.418	0	20.924.495
NET PROFIT BEFORE TAX		6.069.076.176		23.109.036.138

APPROPRIATION OF PROFITS

	Amounts	
	for the year ended 2001	for the year ended 2000
Net profit before tax	6.069.076.176	23.109.036.138
Retained profits brought forward	31.611.856.996	8.502.820.858
Profit for appropriation	37.680.933.172	31.611.856.996
Appropriated as follows:		
8. Profit carried forward	37.680.933.172	31.611.856.996

THE ACCOUNTABLE FINANCIAL ADMINISTRATOR
EETT CHAIRMAN
EMMANOUIL YAKOUMAKIS
IDENTITY CARD NO. Σ 517270

Maroussi, 11 April 2002

THE HEAD OF THE ACCOUNTING DEPARTMENT

GIORGOS M. ORFANOS
IDENTITY CARD NO. Σ 521075
ECONOMIC CHAMBER OF GREECE REGISTER NO. 49428

REPORT OF CERTIFIED AUDITOR - ACCOUNTANT To the "National Telecommunications and Post Commission"

We have audited the above Financial Statements of the "National Telecommunications and Post Commission" regarding the financial administration for the period ended on 31 December 2001. Our audit was conducted in accordance with the provisions of article 13 paragraph 8 under L.2867/2000 "on the Organisation and operation of the telecommunications sector and other provisions" and with the audit procedures which we considered appropriate, according to the principles and auditing standards followed by the Institute of Certified Auditors - Accountants, which comply with the basic principles of the International Accounting Standards. The books and records kept have been made available to us and we have been provided with the information and explanations that we requested. The General Accounting Plan has been correctly applied in what regards General Accounting. The inventory valuation method applied has not been modified as compared to the previous period. We have reviewed the contents of the Annual Report of the Chairman of the "National Telecommunications and Post Commission" to the EETT Plenary. In our opinion, the above Financial Statements, which result from the books and records of the "National Telecommunications and Post Commission", reflect the structure of assets and the financial position of the "National Telecommunications and Post Commission" as at 31 December 2001, as well as the profit and loss account for the year ending on that date, in accordance with the relevant provisions and the generally accepted accounting principles, which do not differ from those applied in the previous period.

Athens, 15 April 2002

The Certified Auditor - Accountant
STAVROS EMM. PAPAKANDERAKIS
ICPA Register No. 14301
S.O.L. SA Certified Public Auditors

Appendices



Appendices





Appendix I: Greek Legislative – Regulatory Framework (as at 31 December 2001)

Laws

1. "Organisation and operation of the telecommunications sector" – L.2246/94, FEK Issue 172/A/20-10-1994
2. "Regulation of matters regarding Organisations and Services of the Ministry of Transport and Communications and other provisions" – L.2366/95, FEK Issue 256/A/12-12-1995
3. "Listing of Shares of the Greek Telecommunications Organisation S.A. (OTE S.A.) in the Athens Stock Exchange (ASE) and other provisions" – L.2374/96, FEK Issue 32/A/23-02-1996
4. "Legal status of private television and local radio, regulation of matters regarding the radio-television market and other provisions" – L.2328/95, FEK Issue 159/A/03-08-1995
5. "Matters under the competence of the Ministry of Transport & Communications" (Amendment of L.2246/94) – L.2465/97, FEK Issue 28/A/26-02-1997
6. "Structure and operation of the telecommunications market" – L.25708/98, FEK Issue 30/A/17-02-1998, article 12
7. "Organisation of the sector of postal services provision and other regulations" – L.2668/98, FEK Issue 282/A/18-12-1998
8. "Regulation of matters under the competence of the Ministry of Transport & Communications and other provisions" (Amendment to L.2246/94) – L.2801/2000, FEK Issue 46/A/03-03-2000
9. "Regulation on the National Telecommunications and Post Commission (EETT) and other provisions" – L.2840/2000, FEK Issue 202/A/21-09-2000
10. "Organisation and operation of telecommunications and other provisions" (Repeal of L.2246/94) – L.2867/2000, FEK Issue 273/A/19-12-2000

Presidential Decrees

1. PD 437/95 "Issuance of an Individual Licence for the installation, development, operation and exploitation of telecommunications networks and for the exercise of other telecommunications activities by the Greek Telecommunications Organisation S.A.", FEK Issue 250/A/05-12-1995
2. PD 40/96 "Open network provision in leased lines, in adaptation to Directive 92/44/EEC as amended by Decision 94/439/EC", FEK Issue 2/A/22-02-1996
3. PD 424/95 "On telecommunications terminal equipment, in compliance with Directive 91/263/EEC as amended by Directive 93/68/EEC", FEK Issue 243/A/22-11-1995
4. PD 212/97 "On the harmonization of Greek Legislation to Directive 94/46/EC", FEK Issue 166/A/25-08-1997
5. PD 121/98 "Regulation on the access to and use of leased lines", FEK Issue 103/A/15-05-1995
6. PD 122/98 "On the equipment of satellite earth stations, in compliance with Directive 93/97/EC complementing Directive



- 91/263/EEC", FEK Issue 103/A/15-05-1998
7. PD 123/98 "On the abolition of the limitations in the use of cable television networks for the provision of liberalised services, in adaptation to Directive 90/388/EEC as amended by Directive 95/51/EC", FEK Issue 103/A/15-05-1998
 8. PD 124/98 "On mobile and personal communications, in adaptation to Directive 90/388/EEC as amended by Directive 96/02/EC", FEK Issue 103/A/15-05-1998
 9. PD 156/99 "On the amendment of L.2246/94 (FEK Issue 172/A) and of Presidential Decree 40/96 (FEK Issue 276/A), in compliance with Directive 97/51/EC of the European Parliament and of the Council amending Council Directives 90/387/EEC and 92/44/EEC, for the purpose of adaptation to a competitive environment in telecommunications", FEK Issue 153/A/29-07-1999
 10. PD 157/99 "Granting of General Authorisations and Individual Licences in the sector of telecommunications services, in adaptation to Directive 97/13/EC of the European Parliament and of the Council", FEK Issue 153/A/29-07-1999
 11. PD 165/99 "On the amendment of L.2246/94, as in force each time, in compliance with
(a) Directive 97/33/EC on interconnection in Telecommunications, with regard to ensuring universal service and interoperability through application of the principles of Open Network Provision (ONP), and (b) Directive 98/61/EC amending Directive 97/33/EC", FEK Issue 159/A/04-08-1999
 12. PD 181/99 "Adaptation to Directive 98/10/EC on the application of open network provision (ONP) to voice telephony and on Universal Service for telecommunications in a competitive environment", FEK Issue 170/A/20-08-1999
 13. PD 150/2001 "Adaptation to Directive 1999/93/EC of the European Parliament and of the Council on a Community framework for electronic signatures", FEK Issue 125/A/25-06-2001
- Decisions**
1. YME Decision No. 68321 – "Determination of a limit for the Total Capacity of Leased Circuits", FEK Issue 500/B/06-06-1995
 2. YME Decision No. 74631 – "Regulation on the Conditions and procedure for submission of the Statement", FEK Issue 634/B/18-07-1995
 3. YME Decision No. 79097 – "Regulation on the conditions and procedure for granting, renewal, suspension and revocation of Licences for provision to the public of telecommunications services via leased circuits", FEK Issue 784/B/12-09-1995
 4. YME Decision No. 44 – "Establishment of the National Telecommunications Commission (EET)", FEK Issue 29/B/19-01-1995



5. YME Decision No. 69452 – “Internal Regulation of EET”, FEK Issue 505/B/07-06-1995
6. YME Decision No. 68142 – “Regulation on Hearings”, FEK Issue 527/B/16-06-1995
7. YME Decision No. 68141 – “Ethics Code for the Exercise of Telecommunications Activities”, FEK Issue 581/B/04-07-1995
8. YME Decision No. 92093 – “Granting-Assignment of Frequencies and Determination of OTE S.A. Individual Licence Fees”, FEK Issue 1101/B/29-12-1995
9. YME Decision No. 51477 – “Regulation on the Certification of Telecommunications Terminal Equipment”, FEK Issue 48/B/19-01-1996
10. YME Decision No. 71 – “General Terms of Licences for the Exercise of Telecommunications Activities”, FEK Issue 84/B/01-02-1997
11. YME Decision No. 52499 – “Determination of Revenue Fees Imposed on Telecommunications Enterprises”, FEK Issue 84/B/01-02-1997
12. YME Decision No. 61646 – “Regulation on the determination of radio frequency spectrum and geostationary orbit usage fees, and of the contributions for their protection and control”, FEK Issue 505/B/26-05-1998
13. YME Decision No. 61647 – “Regulation on the conditions and procedures for granting, renewal, suspension and revocation of Licences regarding the provision of satellite services”, FEK Issue 505/B/26-05-1998
14. YME Decision No. 62087 – “Regulation on the granting, modification, renewal, suspension and revocation of frequency assignments”, FEK Issue 520/B/01-06-1998
15. YME Decision No. 76994 – “Regulation on the conditions and procedures for granting, renewal, suspension and revocation of Licences for installation and/or operation and/or exploitation of telecommunications networks used for the provision of telecommunications services to the public”, FEK Issue 1290/B/28-12-1998
16. YME Decision No. 50920/A/281 – “Regulation on the provision of personal satellite communications services”, FEK Issue 46/B/27-01-1999
17. YME Decision No. 59 – “Appointment of members and vice-chairmen in the National Telecommunications and Post Commission”, FEK Issue 92/B/10-02-1999
18. YME Decision No. 57810 – “Determination of supporting documents required for submission, acceptance-modification-renewal and revocation of the Statement for the provision of postal services under a General Authorisation status”, FEK Issue 437/B/23-04-1999
19. YME Decision No. 78794 – “Regulation on the Procedure for issuance and modification of General Authorisations, for Submission, Modification and Renewal of Statements of Registration and for depriving the right to use a General Authorisation”, FEK Issue



20. YME Decision No. 78574 –
“Regulation on the criteria and procedure for granting, renewal, modification, suspension and revocation of Individual Licences”, FEK Issue 2117/B/06-12-1999
21. YME Decision No. 644 – “Delegation of authority for issuing Antenna Mast Licences”, FEK Issue 39/B/20-01-2000
22. Decision 26246/752 –
“Determination of the type and procedure of investigations or other auditing acts to which EETT may have recourse for the establishment of violations of L.2668/1998, of the procedure of Hearings etc.”, FEK Issue 683/B/02-06-2000
23. Decision 29030/816 –
“Determination of cases in which a lump-sum compensation is imposed for deficient provision of postal services”, FEK Issue 683/B/02-06-2000
24. YME Decision No. 29392 –
“Amendment of the Regulation on the Criteria and procedure for granting, renewal, modification, suspension and revocation of Individual Licences”, FEK Issue 654/B/22-05-2000
25. YME Decision No. 25961/738 –
“Determination of the criteria and procedure for granting, renewal, modification, suspension and revocation of Individual Licences for the provision of postal services coming under the Universal Postal Service”, FEK Issue 671/B/30-05-2000. Errata. “Errata in the Ministerial Decision No. 25961/738/17-07-2000”, FEK Issue 873/B/17-07-2000
26. Decision No. 58648/4946 of the Deputy Minister of Transport and Communications – “Granting of additional GSM 900/ DCS1800 Mobile Telephony Licences”, FEK Issue 1280/B/20-10-2000
27. Ministerial Decision (YA) No. 79293/2000 – “Determination of the quality specifications and terms for the provision of the Universal Postal Service”, FEK Issue 1588/B/29-12-2000
28. YA 53828/1420 – “Amendment to Decision No. 57810/21-04-1999 on the ‘Determination of supporting documents for submission, acceptance etc. of postal services under General Authorisation status’”, FEK Issue 1580/B/28-12-2000
29. Decision No. 515/2001 of the Deputy Minister of Transport and Communications – “Determination of public consultation procedure for granting Individual Licences under conditions limiting their number”, FEK Issue 177/B/21-02-2001
30. Decision No. 26997/1737/2001 of the Deputy Minister of Transport and Communications – “Limitation of the Number and procedure for granting additional Individual Licences for the provision of 2G



- (GSM/DCS) mobile services”, FEK Issue 549/B/11-05-2001
31. Decision No. 26998/1738/2001 of the Deputy Minister of Transport and Communications – “Limitation of the Number and procedure for granting additional Individual Licences for the provision of 3G (UMTS) mobile services”, FEK Issue 549/B/11-05-2001
 32. Common Ministerial Decision No. 78870/14-12-2001 of the Ministers of Finance and of Transport and Communications – “Regulation on the Establishment of Procurement, Services and Study Contracts of EETT”, FEK Issue 1750/B/31-12-2001

***EETT Regulatory Decisions
pursuant to L.2867/2000***

1. EETT Decision 203/4 – “OTE 2001 Reference Interconnection Offer”, FEK Issue 138/B/12-02-2001
2. EETT Decision 205/6 of 22 January – “EETT Recommendation regarding the public consultation process for granting Individual Licences under conditions limiting their number”
3. EETT Decision 206/2 – “National Numbering Plan for Telephony Services and for Mobile and Personal Communications Services”, FEK Issue 127/B/08-02-2001
4. EETT Decision 207/2 – “Regulation on Individual Licences”, FEK Issue 195/B/01-03-2001
5. EETT Decision 207/3 – “Regulation on General Authorisations”, FEK Issue 195/B/01-03-2001
6. EETT Decision 218/38 – “Amendment of EETT Decisions 207/2 of 2 February 2001 (‘Regulation on Individual Licences’) and 207/3 of 2 February 2001 (‘Regulation on General Authorisations’)”
7. EETT Decision 207/6 – “Regulation on the Management and Allocation of Numbers under the National Numbering Plan for Telephony Services and for Mobile and Personal Communications Services”, FEK Issue 159/B/16-02-2001
8. EETT Decision 208/1 – “Regulation on the Determination of the Time of Application of the Tariffs of Telecommunications Operators”, FEK Issue 193/B/28-02-2001
9. EETT Decision 210/2 of 28 February 2001 – “Regulation on the Assignment of Individual Radio Frequencies or Radio Frequency Bands, under Individual Licence status, for provision of Public Telecommunication Services”, FEK Issue 285/B/19-03-2001
10. EETT Decision 210/3 of 28 February 2001 – “Regulation on the Determination of Spectrum Usage Fees and Radio Frequency Assignment Fees”, FEK Issue 351/B/30-03-2001
11. EETT Decision 211/3 of 16 March 2001 – “Regulation on Costing and Pricing Principles”, FEK 466/B/20-04-2001
12. EETT Decision 215/31 – “Regulation on the Management of Short Codes under the National Numbering Plan for Telephony Services and for Mobile and Personal Communications



- Services”, FEK 644/B/28-05-2001
13. EETT Decision 217/29 of 18 May 2001 – “Reference Offer for Unbundled Access to the Local Loop of the Greek Telecommunications Organisation S.A. OTE, Part I: Fully Unbundled Access” FEK Issue 751/B/15-06-2001
 14. EETT Decision 218/36 of 30 May 2001 – “Regulation on the Procedures, Terms and Conditions for conclusion of National Roaming contracts between Operators holding Individual Licences for installation, operation or exploitation of 2G and/or 3G Mobile Public Telecommunication Networks”, FEK Issue 735/B/13-06-2001
 15. EETT Decision 220/10 of 21 June 2001 – “Regulation on the Determination of Operating Fees for Special Radio Networks”, FEK Issue 939/B/29-07-2001
 16. EETT Decision 227/86 of 29 August 2001 – “Antenna Mast Construction not requiring a Licence, pursuant to article 1 of L.2801/2000”, FEK Issue 1226/B/20-09-2001
 17. EETT Decision 228/23 of 6 September 2001 – “Amendment of EETT Decision 217/29/18-05-2001 concerning the Reference Offer for Fully Unbundled Access to the Local Loop of the Greek Telecommunications Organisation S.A. (OTE) - FEK Issue 751/B/2001”, FEK Issue 1261/B/28-09-2001
 18. EETT Decision 233/34 of 22 October 2001 – “Determination of the Basic Level for Itemized Billing of Users of Fixed Public Telephony Networks and/or Integrated Services Digital Networks (ISDN networks) and/or Fixed Public Telephony Services, including Value Added Services, and of the parties under obligation to provide such Billing”, FEK Issue 1501/B/08-11-2001
 19. EETT Decision 236/79 of 23 November 2001 – “Regulation on Licences for Land-based Antenna Mast Constructions”, FEK Issue 1649/B/11-12-2001
 20. EETT Decision 238/95 of 14 December 2002 – “Reference Offer for Unbundled Access to the Local Loop of the Greek Telecommunications Organisation S.A. (OTE) – Part II: Shared Access to the Local Loop”, FEK Issue 1781/B/31-12-2001
 21. EETT Decision 238/96 of 14 December 2001 – “Assignment of Radio Frequencies for Point-to-Point Links used, prior to the issuance of Ministerial Decision No. 62087/1998, by Public Telecommunications Service Providers”, FEK Issue 1773/B/31-12-2001



Appendix II: List of Key European Union Directives (as at 31 December 2001)

1. Council Directive 87/372/EEC of 25 June 1987 on the frequency bands to be reserved for the coordinated introduction of public pan-European cellular digital land-based mobile communications in the Community
2. Commission Directive 88/301/EEC of 16 May 1988 on competition in the markets in telecommunications terminal equipment
3. Council Directive 90/387/EEC of 28 June 1990 on the establishment of the internal market for telecommunications services through the implementation of open network provision
4. Commission Directive 90/388/EEC of 28 June 1990 on competition in the markets for telecommunications services
5. Council Directive 91/263/EEC of 29 April 1991 on the approximation of the laws of the Member States concerning telecommunications terminal equipment, including the mutual recognition of their conformity
6. Council Directive 93/68/EEC of 22 July 1993 amending Directives 87/404/EEC (simple pressure vessels), 88/387/EEC (safety of toys), 89/106/EEC (construction products), 89/336/EEC (electromagnetic compatibility), 89/392/EEC (machinery), 89/686/EEC (personal protective equipment), 90/384/EEC (non-automatic weighing instruments), 90/385/EEC (active implantable medicinal devices), 90/396/EEC (appliances burning gaseous fuels), 91/263/EEC (telecommunications terminal equipment), 92/42/EEC (new hot-water boilers fired with liquid or gaseous fuels) and 73/23/EEC (electrical equipment designed for use within certain voltage limits)
7. Council Directive 93/97/EEC of 29 October 1993 supplementing Directive 91/263/EEC in respect of satellite earth station equipment
8. Commission Directive 94/46/EC of 13 October 1994 amending Directive 88/301/EEC and Directive 90/388/EEC in particular with regard to satellite communications
9. Commission Directive 95/51/EC of 18 October 1995 amending Directive 90/388/EEC with regard to the abolition of the restrictions on the use of cable television networks for the provision of already liberalised telecommunications services
10. Directive 95/62/EC of the European Parliament and of the Council of 13 December 1995 on the application of open network provision (ONP) to voice telephony
11. Commission Directive 96/2/EC of 16 January 1996 amending Directive 90/388/EEC with regard to mobile and personal communications
12. Commission Directive 96/19/EC of 13 March 1996 amending Directive 90/388/EEC with regard to the implementation of full competition in



- telecommunications markets
13. Directive 97/13/EC of the European Parliament and of the Council of 10 April 1997 on a common framework for General Authorizations and individual licences in the field of telecommunications services
 14. Directive 97/33/EC of the European Parliament and of the Council of 30 June 1997 on interconnection in Telecommunications with regard to ensuring universal service and interoperability through application of the principles of Open Network Provision (ONP)
 15. Directive 97/51/EC of the European Parliament and of the Council of 6 October 1997 amending Council Directives 90/387/EEC and 92/44/EEC for the purpose of adaptation to a competitive environment in telecommunications
 16. Directive 97/67/EC of the European Parliament and of the Council of 15 December 1997 on common rules for the development of the internal market of Community postal services and the improvement of quality of service.
 17. Directive 98/10/EC of the European Parliament and of the Council of 26 February 1998 on the application of open network provision (ONP) to voice telephony and on universal service for telecommunications in a competitive environment
 18. Directive 98/13/EC of the European Parliament and of the Council of 12 February 1998 relating to telecommunications terminal equipment and satellite earth station equipment, including the mutual recognition of their conformity
 19. Commission Decision of 18 June 1997 concerning the granting of additional implementation periods to Greece for the implementation of Directive 90/388/EEC as regards full competition in the telecommunications markets
 20. Directive 98/84/EC of the European Parliament and of the Council of 20 November 1998 on the legal protection of services based on, or consisting of, conditional access
 21. Directive 98/61/EC of the European Parliament and of the Council of 24 September 1998 amending Directive 97/33/EC with regard to operator number portability and carrier pre-selection
 22. Directive 1999/5/EC of the European Parliament and of the Council of 9 March 1999 on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity
 23. Commission Directive 1999/64/EC of 23 June 1999 amending Directive 90/388/EEC in order to ensure that telecommunications networks and cable TV networks owned by a single operator are separate legal entities
 24. Regulation (EC) No 2887/2000 of the European Parliament and of the Council of 18 December 2000 on Unbundled Access to the Local Loop



Appendix III: List of Companies Licensed for the Provision Telecommunications Services (as at 31 December 2001)

A. Telecommunications services companies under Individual Licence status					
No	DISTINCTIVE TITLE	ADDRESS	CITY	PC	TEL./FAX
INSTALLATION, OPERATION AND EXPLOITATION OF FIXED NETWORK AND PROVISION OF VOICE TELEPHONY					
1	EUROPROM TELECOMMUNICATIONS S.A.	209 KIFISSIAS AVE.	MAROUSI	151 24	01-0-6141106 01-0-8097620
2	EVERGY	89 DIRACHIOU ST.	ATHENS	104 43	01-0-5192178 01-0-5125999
3	FORTHNET S.A.	4 ATTHIDON ST.	KALLITHEA	176 71	01-0-9559000 01-0-9559444
4	GRAPES HELLAS S.A.	12 ZISSIMOPOULOU ST.	ATHENS	115 24	01-0-6987200 01-0-6987105
5	INTRACONNECT S.A.	5 KLISSOURAS ST. & TATOIOU AVE.	METAMORFOSSI	144 52	01-0-2855830 01-0-2855839
6	MEDITERRANEAN BROADBAND ACCESS S.A.	4 ATTHIDON ST.	KALLITHEA	176 71	01-0-9559050 01-0-9559055
7	PANAFON	44 KIFISSIAS AVE.	MAROUSI	151 25	01-0-6160000 01-0-6160001
8	QUEST WIRELESS	2A ARGIROUPOLEOS ST.	KALLITHEA	176 76	01-0-9504672 01-0-9504530
9	VIVODI TELECOMMUNICATIONS S.A.	29-31 DERIGNY ST. & 18 ELPIDOS ST.	ATHENS	104 34	01-0-8893700 01-0-8893701
10	DEH TELECOMMUNICATIONS S.A.	89 DIRRACHIOU ST. & KIFISSOU ST.	ATHENS	104 43	01-0-5220016 01-0-5232733
11	LAN-NET S.A.	6 CHIMARAS ST.	MAROUSI	151 25	01-0-6167000 01-0-6167100
12	OTE S.A.	99 KIFISSIAS AVE.	MAROUSI	151 25	01-0-6115011 01-0-6117456
INSTALLATION, OPERATION AND EXPLOITATION OF FIXED NETWORK					
1	CONVERGENCE VENTURES LIMITED	500 VOULIAGMENIS AVE.	ALIMOS	174 56	01-0-9959931 01-0-9959853
2	MEDITERRANEAN NAUTILUS GREECE S.A.	SOKRATOUS ST. & 2 KIPROU ST.	MELISSIA	151 27	01-0-8102633 01-0-8030555
3	TYCOM NETWORKS S.A.	67 PENTELES AVE.	MAROUSI	151 26	01-0-6127000 01-0-6122087
4	ATTICA TELECOMMUNICATIONS	18 FILELLINON ST.	CHALANDRI	152 32	01-0-6873800 01-0-6852490



No	DISTINCTIVE TITLE	ADDRESS	CITY	PC	TEL./FAX
PROVISION OF VOICE TELEPHONY SERVICES					
1	COSMOLINE	47 AG. KONSTANTINOY ST.	MAROUSSI	151 24	01-0-8126000 01-0-8126100
2	ECONOPHONE HELLAS S.A.	41 ATHINAS AVE.	VOULIAGMENI	166 71	01-0-9670733 01-0-9670442
3	IDEAL TELECOM S.A.	190 SINGROU AVE.	KALLITHEA	176 71	01-0-9551800 01-0-9572837
4	NET ONE S.A.	2 PERIKLEOUS ST.	N. PSICHIKO	154 51	01-0-6781300 01-0-6781390
5	STARCOM S.A.	12 FORMIONOS ST.	ATHENS	116 34	01-0-7292980 01-0-7297757
6	TELEDOME S.A.	10 FILARETOY ST. & DOIRANIS ST.	KALLITHEA	176 72	01-0-9569277 01-0-9563882
7	TELEPASSPORT (HELLAS) S.A.	81 PATISSION ST. & 8 HEYDEN ST.	ATHENS	104 03	01-0-8209000 01-0-8209009
8	ALGONET S.A.	206 SINGROU AVE.	N. SMIRNI	171 21	01-0-9310282 01-0-9352873
9	HELLENIC TELECOMMUNICATIONS S.A.	31 AKADIMIAS ST.	ATHENS	106 72	01-0-3383500 01-0-3385510
INSTALLATION, OPERATION AND EXPLOITATION OF 2G MOBILE NETWORKS AND PROVISION OF 2G SERVICES					
1	COSMOTE	44 KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6177795 01-0-6177384
2	INFOQUEST S.A.	25 AL PANTOU ST.	KALLITHEA	176 71	01-0-9299400 01-0-9299499
3	PANAFON	44 KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6160000 01-0-6160001
4	STET HELLAS Telecommunications S.A	66 KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6158000 01-0-6109957
INSTALLATION, OPERATION AND EXPLOITATION OF 3G MOBILE NETWORKS AND PROVISION OF 3G SERVICES					
1	COSMOTE	44 KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6177795 01-0-6177384
2	PANAFON	44 KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6160000 01-0-6160001
3	STET HELLAS Telecommunications S.A	66 KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6158000 01-0-6109957



No	DISTINCTIVE TITLE	ADDRESS	CITY	PC	TEL./FAX
INSTALLATION, OPERATION AND EXPLOITATION OF SATELLITE NETWORKS AND PROVISION OF SATELLITE COMMUNICATIONS SERVICES					
1	ALPHA DIGITAL SYNTHESIS S.A. (A.D.S)	201 PIREOS ST.	ATHENS	118 53	01-0-4897459 01-0-4897411
2	ANTENNA SATELLITE S.A.	10-12 KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6886400 01-0-6892113
3	COM-TO-NET S.A.	13 EGIDON ST. & SENEKA ST.	N. KIFISSIA	145 64	01-0-6249600 01-0-6253761
4	CONVERGENCE VENTURE LIMITED	500 VOULIAGMENIS AVE.	ALIMOS	174 56	01-0-9959931 01-0-9959853
5	FORTHNET S.A.	4 ATTHIDON ST.	KALLITHEA	176 71	01-0-9559000 01-0-9559444
6	KB IMPULS HELLAS S.A.	109 AMFITHEAS AVE.	P. FALIRO	175 63	01-0-9881430 01-0-9854736
7	SYNED	MANIS ST.	KANTZA	151 23	01-0-6602212 01-0-6040611
8	TELESPAZIO S.A.	VIA TIBURTINA 965	ROMA	00 156	+39-06-40791 + 39-06-4079372
9	UNITEL HELLAS S.A.	151 SEVASTOUPOLEOS ST.	ATHENS	115 26	01-0-9504780 01-0-9504781
10	OTE S.A.	99 KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6115011 01-0-6117456



B. Telecommunications services companies under General Authorisation status

No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
1	12 NET LTD	SKALA PATMOU	PATMOS	855 00	0247-0-33019 0247-0-34041	A0701	99-197
2	3 NET SA.	23-25 LEKKA ST.	ATHENS	105 62	01-0-3229885 01-0-3222452	A0101, A0601, A0602, A0603, A0604, A0605, B0101, B0103, B0301, B0401	01-025
3	3C COMMUNICATIONS	217 ALEXANDRAS AVE.	ATHENS	115 23	01-0-6400464 01-0-6400459	A1101, A1201	98-016
4	4GM NEW MEDIA TECHNOLOGY	8 G. PALAMA ST.	THESSALONIKI	546 22	031-0-260252 031-0-260252	A0401, A0701	98-040
5	ABC TELECOM HELLAS SA.	8 MARINOY ANTIPA ST.	PILEA	570 01	031-0-476620 031-0-476608 031-0-476613	A1102	01-275
6	ACIS GROUP	7 KARATASSOU ST.	THESSALONIKI	546 26	031-0-542605 031-0-542614	A0401, A0701	99-203
7	ACN SA.	14 PATMOU ST.	MAROUSSI	151 23	01-0-6872900 01-0-6872901	A0101, A0201, A0202, A0301, A0302, A0303, A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0501, A0502, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A0801, A0802, A0803, A0901, A1001, A1002, A1101, A1202, B01	96-026
8	ALFA ENGINEERING	7 KONSTANTINIDI ST.	NAOUSSA	592 00	0296-0-26194 0296-0-22528	A0701	98-011
9	ALPHA NETWORK SA.	5 FRAGKOURI ST.	KALLITHEA	176 71	01-0-9203700 01-0-9203799	A0401, A0701, A1102	01-292
10	ALPHALINE SA.	19 MEANDROU ST.	ATHENS	115 28	01-0-7280800 01-0-7280803	A1102	98-003
11	AMIMEX LTD	15-17 SARANTAPICHOU ST.	ATHENS	114 71	01-0-6453376 01-0-6453367	A0101, A0301, A0403, A0601, A0603, A0604, A0701, A1001, A1002, A1101, A1103, A1201	99-195
12	AMIRCO COMPUTERS	LITHOSTROTO 47	ARGOSTOLI	281 00	0671-0-25405 0671-0-24142	A0701	97-012
13	ANTENNA INTERNET SA.	10-12 KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6886727 01-0-6886542	A0701	01-229
14	ANTENNA TV SA.	10-12 KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6886100 01-0-6890304	A0701	01-278
15	ARGONET	35 XENOFONTOS ST.	VOLOS	383 33	0421-0-76400 0421-0-29049	A0401, A0701	01-264
16	ARGONET	258 ERMOU ST.	VOLOS	382 21	0421-0-30123 0421-0-30128	A0701	99-208



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
17	ASTRA INTERNATIONAL S.A.	9 GUILFORDOU ST.	ATHENS	104 34	01-0-8254200 01-0-8234184	A1102	00-023
18	AT & T MEDITERRANEAN LTD	5 CHIMARAS ST.	MAROUSSI	151 25	01-0-6895800 01-0-6895806	A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411	96-028
19	AT & T G.N.S. LTD	284 KIFISSIAS AVE.	CHALANDRI	152 32	01-0-6856222 01-0-6881562	A0201, A0202, A0301, A0302, A0401, A0402, A0403, A0407, A0501, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0701, A1002	99-201
20	ATLAS NET	5 MISKOU ST. & PEFKON ST.	AG. IEROTHEOS-PERISTERI	121 37	01-0-5779969 01-0-5786532	A0701	97-024
21	AUCS HELLAS S.A.	38 KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6198872 01-0-6198995	A0301, A0401, A0402, A0601 A0602, A0603, A0604, A0605, A0701	97-016
22	AUDIOTEX S.A.	10-12 KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6800840-3 01-0-6800843	A1102	96-033
23	AURORA GLOBAL SOLUTIONS S.A.	48 ZEPOU ST.	GLIFADA	166 75	01-0-8931000 01-0-8931000	A0101, A0201, A0301, A0302, A0411, A0601, A0605, A0606, A0701, A0901, A1001	01-012
24	AXIOM PLUROFORIKI	4 PINIOU ST.	EVOSMOS	562 24	031-0-761561 031-0-706795	A0701	99-178
25	BEE COMMUNICATION S.A.	19 PALEOLOGOU ST.	LARISSA	412 23	041-0-554045 041-0-550333	A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0604	96-038
26	BEST DELIVCOM	47 FAVIEROU ST.	CHALKIDA	341 00	0221-0-61170 0221-0-61172	A0101, A0201, A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701	01-027
27	BOLERO	3 THIATIRON ST.	N. SMIRNI	171 21	01-0-9334986 01-0-9353688	A1102	01-239
28	CAD-OIKEIN	7 POLITECHNIOU ST.	ARIDEA	584 00	0384-0-23633 0384-0-23208	A0701	96-037
29	CALL CENTER	1 VILARA ST.	THESSALONIKI	546 25	031-0-555802/555801 031-0-533412	A1102	01-244
30	CHIOS COMPULINK	31 EL VENIZELOU ST.	CHIOS	821 00	0271-0-88331 0271-0-81332	A0701	96-006
31	CITICOM S.A.	501 MESSOGION AVE.	AG. PARASKEVI	153 43	01-0-6003030 01-0-6011544	A0101, A0202, A0301, A0403, A0601, A0701, A1001	97-022
32	CITISHOP S.A.	501 MESSOGION AVE.	AG. PARASKEVI	153 43	01-0-6068213 01-0-6002037	A0202, A0301, A0403, A0601, A0701, A1001	00-018



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
33	COMPULINK NETWORK S.A.	44 SINGROU AVE.	ATHENS	117 42	01-0-9282700 01-0-9249801	A0101, A0201, A0202, A0301, A0302, A0401, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0501, A0502, A0503, A0601, A0603, A0604, A0605, A0606, A0607, A0701, A0901, A1001, A1002, A1101, A1102, A1103, A1202, B0103, B0104, C0101, C0201, C02	97-011
34	COMPULINK KALAMATAS	19 SIDIRODROMIKOU STATHMOU ST.	KALAMATA	241 00	0721-0-90636 0721-0-90636	A0701	98-005
35	COMPUTER CENTER/ A. SKARLIATOS	11 G. KAPETA ST.	KILKIS	611 00	0341-0-26091	A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0604, A0701	96-040
36	COMPUTER LAB - DIKTYO	8 PR. CHRISTOFOROU ST.	SERRES	621 00	0321-0-20551 0321-0-52185	A0701	96-015
37	COMPUTER SCIENCE	3 OCTOBER 28 th ST.	ARGOS	212 00	0751-0-24141 0751-0-22566	A0701	98-025
38	COM-TO NET S.A.	13 EGIDON ST. & SENEKA ST.	N. KIFISSIA	145 64	01-0-6249600 01-0-6253761	A0201, A0202, A0301, A0701, C0101, C0204, C0205, C0303, C0402	00-010
39	CONVERGENCE COMMUNICATIONS OF GREECE LTD	500 VOULIAGMENIS AVE.	ALIMOS	174 56	01-0-9959931 01-0-9959853	A0701, A0601, A0604, A0701	98-036
40	COSMOLINE	47 AG. KOSTANTINOY ST.	MAROUSSI	151 24	01-0-8126000 01-0-8126100	A0301, A0601, A0604, A0701	97-013
41	COSMOS COMPUTERS S.A.	73 VRILISSOU ST.	ATHENS	114 76	01-0-6492800 01-0-6464069	A0101, A0201, A0401, A0501, A0603, A0604, A0605, A0701	01-274
42	COSMOTE S.A.	44 KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6177795 01-0-6177384	A0202, A0301, A0401, A0601, A0604, A0701, A1001, A1102	97-001
43	DATABANK	64B KIFISSIAS AVE.	MAROUSSI	151 25	01-0-6155200 01-0-6155222	A0604, A1102	96-001
44	DATAWAYS HELLAS S.A.	28 AGIAS SOFIAS ST.	THESSALONIKI	546 22	031-0-252020 031-0-252025	A0701	00-009
45	DEFENDER GROUP S.A.	30 SINGROU ST.	THESSALONIKI	546 30	031-0-541901 031-0-537065	A0401, A0701	98-033
46	DETECARD SERVICE	130 ALLERSBERGER STR.	NUREMBERG	904 61	0049 91 14303 0049 91 143032009	A1001	01-019
47	DODO NET LTD	SKALA PATMOU	PATMOS	855 00	0247-0-33019 0247-0-34041	A0401, A0701	01-238



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
48	ECONOPHONE HELLAS S.A.	41 ATHINAS AVE.	VOULIAGMENI	166 71	01-0-9670733 01-0-9670442	A0101, A A0201, A0301, A0302, A0401, A0402, A0403, A0405, A0406, A0501, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A0901, A1001, A1002, A1101, A1102, A1201, C0101, C0204, C0205, C0302, C0303	99-160
49	EDISINET S.A.	46 PATISSION ST.	ATHENS	108 62	01-0-8220054 01-0-8217663	A0101, A0201, A0301, A0401, A0603, A0605, A0607, A0701, A0901	01-010
50	ENTERNET	18 AMALIADOS ST.	ATHENS	115 24	01-0-6470800 01-0-6470803	A0401, A0701	96-029
51	EQUANT LTD	16 KIFISSIAS AVE.	MAROUSI	151 25	01-0-6882800 01-0-6801561	A0604	96-014
52	EQUINOX DR LTD	22 KANARI ST. & 34 DIMOSTHENOUS ST.	AG. PARASKEVI	153 43	01-0-6015900 01-0-6004400	A0401, A0701, A1001	00-024
53	E-SAT S.A.	109 AMFITHEAS AVE.	P. FALIRO	175 63	01-0-9858126-9 01-0-9853671	A0101, A0201, A0202, A0301, A0401, A0405, A0501, A0602, A0701, A0802, A0901, C0101, C0201, C0204, C0205, C0301, C0303, C0403	01-265
54	ESCAPE COMPUTERS	10 P. KESSARI ST.	KALAMATA	241 00	0721-0-97282 0721-0-62310	A0701	99-207
55	E-TONE S.A.	10 ARKADIOU ST.	MAROUSI	151 24	01-0-6146405 01-0-6146233	A0201, A0301, A0401, A0403, A0501, A0601, A0602, A0605, A0701, A0901, A1001, A1002, A1101, B0103, B0104, B0301	01-021
56	EURO-LINK TELECOMMUNI- CATIONS S.A.	9 V. FAVI ST.	PSICHIKO	115 25	01-0-6727278 01-0-6727578	A0101, A0201, A0301, A0302, A0401, A0501, A0502, A0601, A0604, A0701, A1001, A1002, A1101	99-161
57	EUROPROM TELECOM- MUNICATIONS S.A.	209 KIFISSIAS AVE.	MAROUSI	151 24	01-0-6141106 01-0-8097620	A0101, A0201, A0301, A0302, A0303, A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0501, A0502, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A0801, A0802, A0803, A0901, A1001, A1002, A1101, A1102, A1201	01-005



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
58	EXONET S.A.	15-17 TSOCHA ST.	ATHENS	115 21	01-0-6490000 01-0-6465612	A0202, A0301, A0401, A0403, A0501, A0502, A0601, A0604, A0701, A0901, A1001, A1002	00-006
59	EXPRESSNET	91 GIANNITSON ST.	THESSALONIKI	546 27	031-0-537137 031-0-545358	A0401, A0701	00-002
60	EXTRA LINE	3 ZEFIROU ST.	EVOSMOS	562 24	031-0-767236 031-0-778626 031-0-773801	A0401, A0901, A1102, A1103	01-250
61	FINWEB	507 MESSOGION AVE.	AG. PARASKEVI	153 43	01-0-6011555 01-0-6018460	A0701	99-206
62	FIRST TELECOM LTD	69 VATAZI ST.	ATHENS	114 73	01-0-6441354 01-0-6459787	A0101, A0201, A0301, A0302, A0303, A0401, A0403, A0410, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A1001, A1002, A1101, A1102, A1201	01-009
63	FIRST S.A.	73-75 KANAKARI ST.	PATRAS	262 21	061-0-622129 061-0-622721	A0401, A0701	96-005
64	FIRSTNET ONLINE LTD	5 THESSALONIKIS ST.	SIROS	841 00	0281-0-80137 0281-0-80138	A0701	99-200
65	FLAG TELECOM HELLAS	5 LIVINI ST.	ATHENS	114 71	01-0-7279066 01-0-7279190	A0101, A0201, A0202, A0301, A0302, A0401, A0601, A0602, A0603, A0605, A0606, A0701	01-289
66	FORTH-CRS	3 ARGIROUPOLEOS ST.	ARGIROUPOLI	164 51	01-0-9559280 01-0-9559289	A0202, A0301, A0302, A0401, A0602, A0603, A0604, A0605, A0701, A0901	01-280
67	FORTHE-COM	4 ATTHIDON ST.	KALLITHEA	176 71	01-0-9559300 01-0-9559333	A0301, A0401, A0402, A0404, A0901	99-204
68	FORTHLINK S.A.	129 STR. DAGLI ST.	ATHENS	111 45	01-0-8542604 01-0-8542604	A0401, A0701	99-211
69	FORTHNET S.A.	4 ATTHIDON ST.	KALLITHEA	176 71	01-0-9559000 01-0-9559444	A0101, A0201, A0202, A0301, A0302, A0303, A0401, A0402, A0403, A0404, A0405, A0501, A0502, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A0901, A1001, A1002, A1101, A1102, A1103	97-004
70	FREE PHONE HELLAS	3 MIAOULI ST.	THESSALONIKI	546 42	031-0-813950 031-0-887922	A0301, A0403, A0601	99-163
71	FASTNET S.A.	6 PATROKLOU ST. & ANDROMACHIS ST.	MAROUSSI	151 25	01-0-6829035 01-0-6829036	A0401, A0701	96-036



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
72	G.T.S.A.	31 AKADIMIAS ST.	ATHENS	10672	01-0-3383500 01-0-3383510	A0101, A0601, A0604, A0701, A1001	98-031
73	GALILEOHELLAS.S.A.	MISTRA ST. & 31 ST.	ELLINIKO	16777	01-0-8931700 01-0-9634566	A0101, A0201, A0202, A0301, A0401, A0402, A0403, A0404, A0601, A0603, A0604, A0605, A1001, A1002	98-008
74	GATEWAY TELECOM.S.A.	1 ALIKARNASSOU ST. & 241 SINGROU AVE.	N. SMIRNI	171 22	01-0-9431600 01-0-9431200	A0601, A0604	99-182
75	GLOBALONE HELLAS.S.A.	62 KIFISSIAS AVE.	MAROUSI	151 25	01-0-6198951-5 01-0-6198957	A0301, A0401, A0402, A0403, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701	97-006
76	GLOBAL TELELINK LTD (GTL)	5 VILARA ST.	ATHENS	10437	01-0-5202989	A0403, A0601, A1001	01-006
77	GRAPES HELLAS.S.A.	12 ZISSIMOPOULOU ST.	ATHENS	115 24	01-0-6987200 01-0-6987105	A0202, A0301, A0303, A0401, A0402, A0403, A0601, A0701, A1001	97-007
78	GRECIANNET	101 KISSAMOU ST.	CHANIA	731 31	0821-0-97554 0821-0-76263	A0401, A0701	99-175
79	GREVENA CHAMBER NET	5 E. PAPPAS ST.	GREVENA	511 00	0462-0-25110 0462-0-25105 0462-0-80310	A0701	99-196
80	GROOVY PRODUCTIONS	24 P. TSALDARI ST.	MELISSIA	151 27	01-0-6134444 01-0-8032562	A0701	96-041
81	GROUP 3 S.A.	37 P. GRIGORIOU E' ST.	THESSALONIKI	542 48	031-0-324440 031-0-308829	A0701	96-035
82	HELLAS NET	4 ATTHIDON ST.	KALLITHEA	176 71	01-0-9559500 01-0-9559555	A0301, A0401, A0402, A0403, A0701	97-010
83	HELLAS ON LINE	151 CHARILAOU TRIKOUPIS ST.	KIFISSIA	145 64	01-0-6296201 01-0-6296166	A0201, A0202, A0301, A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0501, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A0802, A0803, A0901, A1001, A1002, A1101, A1103	97-003
84	HELLASFON NETWORKS.S.A.	97 KANTANOU ST.	HERAKLION	713 03	081-0-370370 081-0-262621	A0201, A0202, A0301, A0403, A0601, A0701, A1001	99-176
85	HIT S.A.	180 KIFISSIAS ST.	CHALANDRI	152 31	01-0-9504780 01-0-9504781	A0201, A0202, A0301, A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0601, A0701, A1001	01-284



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
86	HUB	75 TATOIOU AVE.	KIFISSIA	145 64	01-0-6200035 01-0-6207331	A0401, A0701, A1002	01-258
87	HYPERNET LTD	57 ERMOU ST.	THESSALONIKI	546 23	031-0-279659 031-0-279858	A0401, A0701	98-041
88	HYPERTECH S.A.	125-127 KIFISSIAS AVE.	MAROUISSI	115 24	01-0-6996072 01-0-6995450	A0101, A0201, A0301, A0402, A0403, A0604, A0701, A0901	00-001
89	I.I.S.S.A.	72-74 SALAMINOS ST.	KALLITHEA	176 75	01-0-9576695 01-0-9570889	A0401, A0701	98-039
90	IDEAL ACROPOLIS	17 SAPFOUS ST.	KALLITHEA	176 76	01-0-9572720 01-0-9570111	A0401, A0604, A0701	98-002
91	IDEAL TELECOM S.A.	190 SINGROU AVE.	KALLITHEA	176 71	01-0-9551800 01-0-9572837	A0201, A0202, A0301, A0401, A0601, A0602, A0603, A0604, A0605, A0606, A0701, A1001, A1002, A1101, A1103, A1201, C0101, C0201, C0204	97-018
92	INCREDIBLE NETWORKS	20 KAREA ST.	ATHENS	116 36	01-0-9212312 01-0-9210855	A0401, A0701	99-164
93	INET HELLAS LTD	88 SEPTEMBER 3 rd ST.	ATHENS	104 34	01-0-8217460 01-0-8229740	A0701, A0901, A1002	01-253
94	INFOQUEST S.A.	25 AL PANTOU ST.	KALLITHEA	176 71	01-0-9299400 01-0-9299499	A0101, A0201, A0202, A0301, A0302, A0401, A0402, A0403, A0411, A0501, A0502, A0503, A0601, A0603, A0604, A0605, A0606, A0607, A0701, A0901, A1001, A1002, A1101, A1103, A1201, B0101, B0102, B0103, B0104, B0201, B0301, B0401, B0501, C0203	01-257
95	INFOGROW LTD	17-19 AMAROUISSIOU AVE.	LIKOVRISSI	141 23	01-0-2834845 01-0-2834863	A0701	97-027
96	INTELCO	11 THERMOPILON ST. & MAKEDONIAS ST.	CHALANDRI	152 33	01-0-6894610 01-0-6894608	A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701	97-025
97	INTERCONNECT LTD	10-16 MINOOS ST.	N. KOSMOS	117 43	01-0-9296741 01-0-9296741	A0701, A1002	00-005
98	INTERNET HELLAS S.A.	92 AMAROUISSIOU CHALANDRIOU ST.	ATHENS	151 25	01-0-8113000 01-0-8113399	A0101, A0201, A0202, A0301, A0401, A0403, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0501, A0502, A0503,	99-170



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
						A0601, A0602, A0603, A0604, A0605, A0701, A0801, A0802, A0803, A0901, A1002, A1101, A1103	
99	INTERNET Q.S.A.	17 TRIAS ST.	ATHENS	112 57	01-0-8841141 01-0-8841176	A0201, A0401, A0501, A0701	00-033
100	INTERSAT S.A.	362 KIFISSIAS AVE.	CHALANDRI	152 33	01-0-8118100 01-0-8118112	A0301, A0401, A0601, A0701, A1001	99-188
101	INTRACONNECT S.A.	5 KLISSOURAS ST. & TATOIOU AVE.	METAMORFOSSI	144 52	01-0-2855830 01-0-2855839	A0101, A0201, A0202, A0301, A0302, A0401, A0405, A0411, A0501, A0502, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A0901, A1001, A1002, A1101, A1102, A1103, A1201	99-171
102	ISA E.E.	8 P. TSALDARI ST.	MELISSIA	151 27	01-0-8037240 01-0-8042153	A0101, A0301, A0302, A0409, A0601, A0602, A0603, A1001, A1002, A1201	01-231
103	ITEL LTD	409 VOULIAGMENIS AVE.	ILIOUPOLI	163 46	01-0-9790050	A0701	95-002
104	IXNET UK LIMITED	63 QUEEN VICTORIA ST.	LONDON	EC4N4ST	01-0-6837520 01-0-6856658	A0601	01-245
105	LEMONTEL.COM S.A.	100 KIFISSIAS AVE.	ATHENS	115 26	01-0-6984665 01-0-6990809	A0301, A0401, A0402, A0601, A0604, A0605, A0606, A0701, A1001, A1002	01-230
106	LEXITEL S.A.	1 BENAKI ST. & AG. NEKTARIOU ST.	CHALANDRI	152 35	01-0-8205500 01-0-8205510	A1102	98-001
107	LINE COMPUTERS	1-3 P. MELA ST.	FLORINA	531 00	0385-0-25809 0385-0-44170	A0701	96-019
108	LINK	44 V. GEORGIOU ST.	THESSALONIKI	546 40	031-0-860096 031-0-860035	A0301, A0601, A0701	00-014
109	LINK O.E.	6 M. ALEXADROU ST.	KATERINI	601 00	0351-0-76916 0351-0-76916	A0301, A0401, A0701	96-012
110	MBN S.A. MEDITERRANEAN BUSINESS NETWORK	56 AG. IOANNOU ST.	AG. PARASKEVI	153 42	01-0-6006696 01-0-6016836 01-0-6390565	A0401, A0701	96-007
111	MCC	HEIERSTR. 13	LICHTENAU - ATTELN	D-3316	0049-529298630 0049-52922922	A0401, A1102	01-251
112	MCI WORLDCOM (HELLAS) ONE MAN LTD	35 JOHN KENNEDY ST.	KESSARIANI	161 21	01-0-7297550 01-0-7209495	A0301	00-017
113	MEDIATEL S.A.	10-16 MINOOS ST.	N. KOSMOS	117 43	01-0-9296121 01-0-9028596	A1102	96-018



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
114	MEDITERRANEAN BROADBAND ACCESS S.A.	4 ATTHIDON ST.	KALLITHEA	176 71	01-0-9559050 01-0-9559055	A0101, A0201, A0202, A0301, A0302, A0601, A0602, A0603, A0605, A1001	01-002
115	MEDITERRANEAN NAUTILUS GREECE S.A.	SOKRATOUS ST. & 2 KIPROU ST.	MELISSIA	151 27	01-0-8102633-5 01-0-8030555	A0101, A0201, A0202, A0301, A0302, A0501, A0603, A0604, A0605, A0901, A1202	01-287
116	MEDITERRANEAN NAUTILUS LTD	INTERNATIONAL HOUSE 3, HARBOURMASTER PLACE	IFSC, DOUBLIN 1		0035-314359700 0035-314359700	A0101, A0201, A0202, A0301, A0302, A0603, A0604, A0605	01-300
117	MEGA INTERNATIONAL GREECE LTD	30 VAKCHOU ST.	THESSALONIKI	546 29	031-0-500710-30 031-0-540520	A1102	98-038
118	MLS INFORMATION TECHNOLOGY S.A.	79 NOVEMBER 17 th ST.	PILEA THESSALONIKIS	544 54	031-0-929090 031-0-937222	A0601, A0701, A1001	00-007
119	MULTICOM S.A.	209 KIFISSIAS AVE.	MAROUSSI	151 24	01-0-6141106 01-0-8097721	A0101, A0201, A0301, A0401, A0402, A0403, A0404, A0501, A0502, A0503, A0604, A0701, A0802, A0901, A1002, A1103	00-028
120	MULTIDATA S.A.	41-45 MARINOY ANTIPA ST.	N. HERAKLIO	141 21	01-0-2705340 01-0-2705398	A1102, A1103	01-235
121	MULTILINK	29 AFT. HERAKLIOY ST.	MAROUSSI	151 22	01-0-6124305	A0401, A0701	99-168
122	M-WEB S.A.	MANIS KANTZA	PALLINI	153 51	01-0-6602200 01-0-6041610	A0201, A0202, A0401, A0604, A0701, A1002, A1101, A1102, B0102, B0103, B0301	01-015
123	N.T.GROUP / N.TSAOUSSIS	5 BAKOULI ST.	ALIVERI	345 00	0223-0-23191-3	A0701	97-020
124	NET CAFE	10 SPILIADOU ST.	PREVEZA	481 00	0682-0-27230	A0701	99-181
125	NET COMMUNICATION	10 SALAMINOS ST.	THESSALONIKI	546 25	031-0-556830 031-0-556833	A0701	99-213
126	NET ON LINE	18 PANEPISTIMIOY ST.	ATHENS	106 72	01-0-3333555 01-0-3246850	A0301, A0401, A0701	00-030
127	NET ONE S.A.	2 PERIKLEOUS ST.	N. PSICHIKO	154 51	01-0-6781300 01-0-6781390	A0202, A0301, A0401, A0601, A0701	99-202
128	NETEPLAN LTD	46 SOLOMOY ST.	ATHENS	106 82	01-0-3300793 01-0-3801223	A0101, A0201, A0301, A0302, A0401, A0501, A0604, A0605, A0701, A0901	98-042
129	NETNET GREECE ATS ALTERNATIVE	38 IPSILANTOY ST.	ATHENS	115 21	01-0-7213673 01-0-7213683	A0402, A0403, A0601, A0604, A0701	98-015
130	NEW FACES R & D EUROPEAN INFORMATION TECHNOLOGY	151 ASKLIPIOY ST.	ATHENS	114 71	01-0-6433883 01-0-6437156	A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0604	96-032



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
131	NEWSPHONE HELLAS.S.A.	280 THISSEOS AVE.	KALLITHEA	17676	01-0-9472222 01-0-9472223	A1102	96-027
132	NONDAS I.N.S. TELECOM	181 DIMOSTHENOUS ST.	KALLITHEA	17675	01-0-9537226 01-0-9537222 01-0-9537224	A0101,A0201,A0301,A0601, A0602,A0603,A0604,A0605, A0606,A0607,A0701,A1001, A1002,A1201	01-233
133	NONDAS I.N.S.	AV. DU CONDOR 25	BRUXELLES	1080	0032-495536988 0032-974638857	A0101,A0201,A0301,A0601, A0602,A0603,A0604,A0605, A0606,A0607,A0701,A1001, A1002,A1201	01-267
134	OMEGANET S.A.	SIFNEON ST. & 11 AGIOPLASTON ST.	MAROUSI	151 25	01-0-6106060 01-0-6180579	A0401,A0701	01-024
135	OUTSOURCE S.A.	3 FOKEAS ST.	PIREAS	18547	01-0-4899320-323 01-0-4899184&86	A0101,A0201,A0202,A0401, A0701	01-228
136	PANAFON	44 KIFISSIAS AVE.	MAROUSI	151 25	01-0-6160000 01-0-6160001	A0202,A0301,A0601,A0701, A1001	92-001
137	PANATEL S.A.	294 SINGROU AVE.	KALLITHEA	17673	01-0-9576625 01-0-9578750	A0301,A0603,A0604,A0607, A1001,A1002,A1101,A1102, A1201	01-014
138	PG.COM	30 AMIKLON ST.	CHALANDRI	152 31	01-0-6746777 01-0-6746446	A0701	99-162
139	PLANET LINE	80 KIPROU ST.	LARISSA	412 22	041-0-533193	A0401,A0901,A1102	01-288
140	PRIORITY LTD	19 PENTELIS AVE.	VRILISSIA	152 35	01-0-6835876 01-0-6835895	A0201	01-259
141	PRISMA ELECTRONICS S.A.	85 DIMOKRATIAS AVE.	ALEXANDROUPOLI	681 00	0551-0-35013 0551-0-34916	A0401,A0701	98-035
142	QUEST WIRELESS	2A ARGIROUPOLEOS ST.	KALLITHEA	17676	01-0-9504672 01-0-9504530	A0101,A0201,A0202,A0301, A0302,A0401,A0402,A0403, A0411,A0501,A0502,A0503, A0601,A0603,A0604,A0605, A0606,A0607,A0701,A0901, A1001,A1002,A1101,A1103, A1201,B0101,B0102,B0103, B0104,B0201,B0301,B0401, B0501,C0203	01-003
143	RAINBOW COMMUNICATIONS	75 ILIA ILIOU ST.	ATHENS	117 44	01-0-9012892 01-0-9012540	A0604,A0701	98-006
144	RHODES TELEMATICS/ KILIAS D.	83 ETHNIKIS ANTISTASEOS ST.	RODOS	851 00	0241-0-77031	A0701	98-010
145	SANYOCOM S.A.	12km ATHENS- LAMIA ROAD	METAMORFOSSI	144 51	01-0-2894600 01-0-2894672	A0202,A0301,A0403,A0601, A0701	00-012



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
146	SETCOM LTD.	98 AKADIMIAS ST.	ATHENS	10677	01-0-3303377 01-0-3822039	A0604	96-002
147	SIDUS NETWORK ST. KARABELA	4 MELINAS MERKOURI ST.	LIVADIA	32100	0261-0-27695 0261-0-27694	A0701	96-017
148	SITA	SOFOKLEOUS ST. & 101 RIZOUNTOS ST.	ELLINIKO	16777	01-0-9696096 01-0-9696030	A0301, A0401, A0402, A0403, A0409, A0601, A0604, A0605, A1002, B0501	97-017
149	SOFT-HARD	21 MARCH 25 th ST.	PTOLEMAIDA	50100	0463-0-22450	A0401, A0701	99-165
150	SOUTHGATE COMMUNICATIONS HELLAS S.A.	5 PROFITILIA SQ.	PANGRATI	11635	01-0-7573100 01-0-7573111	A0301, A0403, A0601, A0701	99-169
151	SPACE LINE S.A.	89 D. GOUNARI ST.	MAROUSI	15125	01-0-8029959 01-0-8026324	A1102	00-029
152	SPACENET S.A.	302 MESSOGION ST.	CHOLARGOS	15562	01-0-6547400 01-0-6516712	A0601, A0701	97-008
153	SPARKNET S.A.	40 MARINOY ANTIPA ST.	THESSALONIKI	57001	031-0-471222 031-0-476333	A0101, A0201, A0401, A0405, A0411, A0604, A0605, A0701, A0901, A1002	95-003
154	STARCOM S.A.	12 FORMIONOS ST.	ATHENS	11634	01-0-7292980 01-0-7297757	A0201, A0202, A0301, A0403, A0601, A0603, A0701, A1001	98-019
155	STARGATE NETWORKS S.A.	3 XANTHOU ST.	GLIFADA	16675	01-0-8985200 01-0-8985201	A0401, A0701	99-179
156	STET HELLAS	66 KIFISSIAS AVE.	MAROUSI	15125	01-0-6158000 01-0-6109957	A0101, A0201, A0202, A0401, A0701, A1001, B0102, B0103, B0104, B0401	92-002
157	STSNET S.A.	1km HERAKLIO- MIREN NATIONAL ROAD	HERAKLION CRETE	71110	081-0-263300 081-0-263300	A0101, A0201, A0301, A0302, A0303, A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0501, A0502, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A1001, A1002, A1101, A1102, A1103, A1201, A1202	99-198
158	TARGET LTD.	2 IRODOY ATTIKOY ST.	THESSALONIKI	54625	031-0-553621 031-0-546481	A0701, A1102	01-241
159	TELCOMAT S.A.	178 PAPAFI ST.	THESSALONIKI	54453	031-0-900517 031-0-915504	A0701	99-194
160	TELECOM ITALIA S.P.A.	PIAZZA DEGLI AFFRI 2	MILAN		+390636881 +390636882965	A1001	99-177



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
161	TELEDATA COMMUNICATIONS	4 AMALIADOS ST.	AMPELOKIPI	11523	01-0-6462254 01-0-6462254	A0301	96-011
162	TELEDOME S.A.	10 FILARETOU ST. & DOIRANIS ST.	KALLITHEA	17672	01-0-9569277 01-0-9563882	A0101, A0201, A0202, A0301, A0302, A0401, A0403, A0501, A0502, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A0801, A0802, A0803, A0901, A1001, A1002, A1101, A1102, A1103, A1201, B0101, B0102, B0103, B0104, B0201, B0301, B0401, B0501, C01	99-186
163	TELEPASSPORT (HELLAS) S.A.	81 PATISSION ST. & 8 HEYDEN ST.	ATHENS	10403	01-0-8209000 01-0-8209009	A0101, A0201, A0202, A0302, A0401, A0402, A0403, A0601, A0602, A0603, A0604, A0606, A0901, A1001, A1002, A1101, A1201	99-189
164	TELESTAND S.A.	18 SOLONOS ST.	ATHENS	10671	01-0-3601436 01-0-3601474	A0101, A0201, A0301, A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0501, A0502, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A0801, A0802, A0803, A0901, A1001, A1002, A1101, A1102, A1201, B0101, B0102, B01	01-026
165	TELESYSTEM HELLAS	20 AN. TSOCHA ST.	ATHENS	11521	01-0-6454424 01-0-6454252	A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A1001, A1002, A1101, A1102, A1103	98-022
166	THESSALIA ON LINE	91 S. SPIRIDI ST.	VOLOS	38221	0421-0-20760 0421-0-33291	A0604, A0701	98-027
167	UNIFON S.A.	7 P. MARINOPOULOU ST.	ALIMOS	17456	01-0-9883800 01-0-9899200	A1102	97-021
168	UNITEL HELLAS S.A.	152 SEVASTOUPOLEOS ST.	ATHENS	11526	01-0-9504780 01-0-9504781	A0202, A0301, A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0601, A0701, A1001	00-004
169	URNET SYSTEMS S.A.	112 EL. VENIZELOU ST.	ILIOUPOLI	16345	01-0-9922922 01-0-9923720	A0301, A0401, A0604, A0701, A0901, A1002	99-185
170	UUNET HELLAS INTERNET SERVICE PROVIDER LTD	452 MESSOGION AVE.	AGIA PARASKEVI		01-0-8099917 01-0-8099777	A0701	00-016



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
171	VIVODI TELECOM-MUNICATIONS S.A.	29-31 DERIGNY ST. & 18 ELPIDOS ST.	ATHENS	104 34	01-0-8893700 01-0-8893701	A0201, A0301, A0302, A0401, A0403, A0501, A0502, A0503, A0601, A0602, A0604, A0605, A0606, A0701, A1001, A1002, A1101, A1102, A1201	01-017
172	VIZZAVI (HELLAS) S.A.	56 KIFISSIAS AVE. & DELFON ST.	MAROUSSI	151 25	01-0-6173202 01-0-6173274	A0401, A0701, A0901, A1002, A1101, A1102, B0102, B0103, B0104, B0201, C0301, C0303	01-247
173	WEB COMMUNICATIONS LTD	64 MOUTALASKI ST.	N. IONIA	142 34	01-0-2720006 01-0-2714008	A0403, A1001, A1002, A1101, A1102, A1103	99-187
174	WEST NET S.A.	17 GEROKOSTO-POULOU ST.	PATRAS	262 21	061-0-624070 061-0-623955	A0401, A0701	98-024
175	WESTRA COM INFOCIENCE	39 PERIKLEOUS ST.	CHOLARGOS	155 61	01-0-6535522 01-0-6546886	A0101, A0201, A0301, A0302, A0303, A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0501, A0502, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A0801, A0802, A0803, A0901, A1001, A1002	00-008
176	WIRELESS GR	48 ERECHTHIOU ST.	ALIMOS	174 55	01-0-9600621 01-0-9648677	A0701	01-016
177	WORLD STATE LINE M.LTD	90 CHR. SMIRNIS ST.	MOSCHATO	183 45	01-0-9411150 01-0-9484150	A0201, A1001, A1002, A1102	01-282
178	WWA	2 ERGATON TIPOU ST.	ILIOUOLI	163 46	01-0-9959063 01-0-9959064	A0301, A0401, A0601, A0701, A1001, A1002, A1101	00-022
179	ZEPHYR HELLAS S.A.	321 MESSOGION AVE.	CHALANDRI	152 31	01-0-6504100 01-0-6516712	A0101, A0201, A0202, A0301, A0302, A0401, A0402, A0403, A0404, A0501, A0503, A0601, A0602, A0603, A0604, A0605, A0701, A0901, A1001, A1002, A1101, A1103, A1201	01-020
180	A.S.D.A	65 ETHNIKIS ANTISTASEOS ST.	PERISTERI	121 34	01-0-5745826 01-0-5759547	A0401, A0701	96-031
181	ALGONET S.A.	206 SINGROU AVE.	KALLITHEA	176 72	01-0-9558300 01-0-9352873	A0101, A0201, A0202, A0301, A0401, A0403, A0501, A0502, A0503, A0601, A0603, A0604, A0605, A0606, A0607, A0701, A1001, A1002, A1101, A1102, A1103	99-192



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
182	ALTA S.A.	17A LISSIKRATOUS ST.	ATHENS	105 58	01-0-3239034 01-0-3232000	A0201, A0303, A0403, A0601, A1001	98-007
183	ALFANET S.A.	9 ACHELOOU ST.	THESSALONIKI	546 27	031-0-500760 031-0-500767	A0301, A0401, A0602, A0701	01-237
184	AN.ETA. S.A.	1 DIMOKRATIAS AVE.	ALEXANDROUPOLI	681 00	0551-0-88340 0551-0-88342	A0101, A0201, A0301, A0401, A0501, A0604, A0605, A0701, A0901	00-025
185	AXIOMA	3 THIATIRON ST.	N. SMIRNI	171 21	01-0-9351512 01-0-9353688	A0701, A1102	01-240
186	AOPSI S.A.	33 M. BOTSARI ST.	DRAPETSONA	186 48	01-0-4629300 01-0-4619565	A0701	00-026
187	VALKANIKI TILEPIKINONIAKI LTD	8 KANARI ST.	PIREAS	185 38	01-0-4599076-7 01-0-4599078	A0301, A0601, A0701, A1001	00-021
188	VERGINA NETWORK	12 MITROPOLEOS ST.	VERIA	591 00	0331-0-23202 0331-0-60007	A0401, A0701	99-193
189	G. KARIPIDIS	10 PINDOU ST.	EDESSA	582 00	0381-0-20308 0381-0-21295	A0701	96-034
190	GIANNOPOULOS G. – VOUTSISI. & CO.E.E.	5 KEFALA ST.	KALAMATA	241 00	0721-0-27931 0721-0-95020	A0701	97-002
191	DALLAS INFORMATION SYSTEMS	11 BAKAGIANNI ST.	IGOUMENITSA	461 00	0665-0-23674 0665-0-22317	A0701	98-004
192	DEPA S.A.	207 MESSOGION AVE.	ATHENS	115 25	01-0-6793500 01-0-6749504	A0101, A0201, A0301, A0302, A0303, A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411, A0501, A0502, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A0801, A0802, A0803, A0901, A1001, A1002, A1101, A1102, A1201	01-248
193	SKIATHOS MUNICIPALITY	12 NIKOTSARA ST.	SKIATHOS	370 02	0427-0-22240 0427-0-23150	A0701	98-037
194	DIAVLOS INFORMATION TECHNOLOGY	15 E. SOFOULI ST.	SAMOS	831 00	0273-0-28521 031-0-456376	A0701	96-021
195	"EL VENIZELOS" ATHENS INTERNATIONAL AIRPORT S.A.	5km SPATON- LOUTSAS AVE.	SPATA ATTIKIS	190 04	01-0-3698883	A0202, A0301, A0701	00-032
196	DIONI S.A.	31 AKADIMIAS ST.	ATHENS	106 72	01-0-3383500 01-0-3383510	A0301, A0302, A0303, A0403, A0701	99-199



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL/ FAX.	SERVICES	Reg. No
197	DOMI INFORMATION TECHNOLOGY S.A.	55 DODEKANISSOU ST.	PIREAS	185 40	01-0-4224959 01-0-9656434 01-0-4137123	A0401, A0701	99-167
198	EONODATA S.A.	12 THESSALONIKIS ST.	MOSCHATO	183 46	01-0-4806812 01-0-4806815	A0701	98-023
199	ELEA LTD	50-52 VALTETSIU ST.	ATHENS	106 81	01-0-3802335 01-0-3806770	A0604, A0701	96-022
200	ENTELECHIA LTD	15 DITIKIS THRAKIS ST.	SERRES	621 24	0321-0-57518 0321-0-57519	A0701	98-029
201	GREEK INTERNET USERS ASSOCIATION	30-32 PATR. IOAKIM ST.	ATHENS	106 75	01-0-7294210 01-0-7234641	A0701	96-024
202	E-TELEKOM S.A.	10-16 MINOOS ST.	N. KOSMOS	117 43	01-0-9296418	A0201, A0202, A0301, A0601, A0701	99-210
203	EVRIPOS NET S.A.	4 ATHINAS ST.	CHALKIDA	341 00	0221-0-84630 0221-0-82698	A0701	96-020
204	IKE-ATHINA	44 PANEPISTIMIOU ST.	ATHENS	106 79	01-0-3390594 01-0-3645407 01-0-3646392	A0401, A0701	01-254
205	THESSALIKI TELEMATICS	26 ASKLIPIOU ST.	TRIKALA	421 00	0431-0-75758 0431-0-75759	A0701	96-016
206	INTRANET S.A.	2 MESSOGION AVE.	ATHENS	115 27	01-0-6860000 01-0-6028162	A0101, A0201, A0202, A0301, A0302, A0401, A0405, A0407, A0409, A0411, A0501, A0502, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A0801, A0802, A0803, A0901, A1001, A1002, A1101, A1102, A1103, A1201, A1202, B0101, B0102, B0103, B0104, B03	01-291
207	INTRASTET LTD	19 MANDILARA ST.	LARISSA	412 22	041-0-286609 041-0-534433	A0201, A0603, A0604, A0605, A0901, A1002, B0104, C0101	01-273
208	KENOURGIOS DIMITRIOS	85 MARATHONO-DROMOU ST.	MAROUSSI	151 25	01-0-8026506 01-0-8026655	A0604	96-025
209	KAPA-PHONE S.A.	39 CHALANDRIOU AVE.	MAROUSSI	151 25	01-0-6106006 01-0-6106005	A1102	96-030
210	KARAVAGELIS DIMITRIOS	10km DRAMA – KAVALA ROAD	DOXATO	663 00	0521-0-68971 0521-0-55481 0521-0-55480	A1102	01-252
211	COMPUTER CENTER	8 X.KARAPANAGIOTI ST.	MITILINI	811 00	0251-0-28791 0251-0-43150	A0604, A0701	96-004



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL./ FAX.	SERVICES	Reg. No
212	KLIMAX LTD	6 V. BALKOU ST.	PREVEZA	481 00	0682-0-61134 0682-0-24375	A0701	97-026
213	COLUMBIA TELECOM S.A.	22 D. MARGARI ST.	ATHENS	115 25	01-0-6779610 01-0-6756940	A0101, A0201, A0202, A0301, A0302, A0401, A0402, A0403, A0601, A0701, A1001, A1002	99-173
214	KOLIDAKIS MANOLIS	PARODOS SAKKADAKI	SITIA - KRITI	723 00	0843-0-24985 0843-0-25165	A0701	98-021
215	COSMO ONE HELLAS MARKET SITE	452 MESSOGION AVE.	AG. PARASKEVI	153 42	01-0-6019040 01-0-6019042	A0402, A0404, A0701	01-236
216	KYT - NET	5 PANOS ST.	TRIPOLI	221 00	071-0-225151 071-0-233072	A0701	97-023
217	LAN-NET S.A.	6 CHIMARAS	MAROUSSI	151 25	01-0-6167000 01-0-6167100	A0101, A0201, A0202, A0301, A0302, A0403, A0405, A0501, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0701, A0901, A1001, A1002, A1101, A1102, A1103, A1201, C0101, C0302, C0303	99-205
218	LIKOURENTZOS K. & CO O.E.	16 KARAIKAKI ST.	EGIO	251 00	0691-0-22332 0691-0-26030	A0701	97-005
219	MAKNAN S.A.	57 ALEXANDRAS AVE.	ATHENS	114 73	01-0-6470350-1 01-0-6470352	A1102	01-246
220	MAMALAKIS IOANNIS S.A.	13 ETHNIKIS AMINIS ST.	THESSALONIKI	546 21	031-0-244336 031-0-287898	A0101, A0201, A0401, A0402, A0403, A0404, A0405, A0406, A0407, A0408, A0409, A0410, A0411	01-023
221	MANIATEAS ILIAS PUBLICING ENTERPRISES S.A.	166 IONIAS AVE.	ATHENS	111 44	01-0-2114630	A1102	01-266
222	MICHANOGRAFIKI	7 AG. GEORGIU ST.	KILKIS	611 00	0341-0-20901 0341-0-26333	A0701	98-017
223	NEA PILI S.A.	25-29 KARNEADOU ST.	ATHENS	106 75	01-0-7254464 01-0-7254637	A0101, A0201, A0202, A0301, A0302, A0401, A0402, A0404, A0405, A0407, A0501, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0607, A0701, A1001, A1002, A1103	01-018
224	NETOR S.A.	104 ETHN. ANTISTASEOS ST.	PALLINI	153 44	01-0-6032960-3 01-0-6666996	A0604, A0701	97-009
225	NIKOLETOPOULOS A.	13 PERLIAS ST.	POROS TRIZINIAS	180 20	0298-0-26255	A0701	97-015



No	DISTINCTIVE TITLE	ADDRESS	CITY	P.C.	TEL/ FAX.	SERVICES	Reg. No
226	NYX INTERNET	14 BOUBOULINAS ST.	ATHENS	106 82	01-0-3839044 01-0-3839045	A0701	99-180
227	OK S.A.	148 DOIRANIS ST.	KALLITHEA	176 43	01-0-9531600 01-0-9578784	A0701, A0901, A1002, A1101	01-285
228	OLYMPUS NET	14 P. TSALDARI ST.	KATERINI	601 00	0351-0-77316	A0701	00-036
229	KALOFOLIAS GROUP S.A.	39 CHALANDRIOU AVE.	MAROOUSSI	151 25	01-0-6106006 01-0-6106005	A0301, A0302, A0401, A0604, A0701	96-039
230	ORGANOTEKNIKI S.A.	1 FILIKIS ETERIAS 1	KAVALA	654 03	051-0-228081 051-0-835857	A0701	98-013
231	ORGANOTIKI COMPUTERS O.E.	30 TANTALOU ST.	THESSALONIKI	546 29	031-0-533694 031-0-551385	A0401, A0701	99-190
232	ORIZONTES	1 PERGAMOU ST.	N. FILADELFIA	143 41	01-0-2588695 01-0-2533734	A1101, A1102, A1103	01-302
233	ORIZON LTD	8-10, 40 EKLISSION ST.	XANTHI	671 00	0541-0-62770	A0701	98-018
234	OTE S.A.	99 KIFISSIAS AVE.	MAROOUSSI	151 25	01-0-6115011 01-0-6117456	A0101, A0201, A0202, A0301, A0302, A0303, A0401, A0402, A0403, A0405, A0406, A0410, A0501, A0503, A0601, A0602, A0603, A0604, A0605, A0606, A0801, A0802, A0803, A0901, A1001, A1101, A1102, A1103, A1201, B0101, B0102, B0201, B0301, C0101, C0201, C0202, C02	95-001
235	OTENET S.A.	56 KIFISSIAS ST. & DELFON ST.	MAROOUSSI	151 25	01-0-6151600 01-0-6151700	A0201, A0202, A0301, A0401, A0407, A0409, A0501, A0602, A0603, A0604, A0605, A0701, A0901, A1002, A1101, A1103, C0204	96-023
236	OULASSOGLIOU I./ ZEUS	10 DIMITRIOU & KARAOLI ST.	DRAMA	661 00	0521-0-47797	A0701	98-012
237	PALITSKARIS XENOFON	18 OCTOBER 20 th ST.	GIANNITSA	581 00	0382-0-83200 0382-0-23733	A0401, A0604, A0701	01-011
238	POWERNET	41-45 MARINOY ANTIPA ST.	N. HERAKLIO	141 21	01-0-2705300 01-0-2705399	A0701	00-034
239	PAPAVASSILOU E & A O.E.	7 PLASTIRA ST.	KARDITSA	431 00	0441-0-75344 0441-0-72344	A0401, A0701	96-013
240	PAPASINEFAKIS ATHANASSIOS	25 SKOUFA ST.	ELASSONA LARISSAS	402 00	0493-0-22120	A1102	01-013
241	PATSIACOURAS LEONIDAS	1 G. BOUSSIOU ST.	GREVENA	511 00	0431-0-72881	A0701	00-027
242	PERTHO S.A. RADIO- TELEVISION ENTERPRISES	1 km. FILIRO S- LAGKADAS ROAD	FILIRO	570 10	031-0-678451 031-0-678454	A0101, A0201, A0301, A0302, A0303, A0401, A0402, A0403,	01-294



No	DISTINCTIVE TITLE	ADDRESS	CITY	PC.	TEL./ FAX.	SERVICES	Reg. No
						A0404,A0405,A0406,A0407, A0408,A0409,A0410,A0411, A0501,A0502,A0503,A0601, A0602,A0603,A0604,A0605, A0606,A0607,A0701,A0801, A0802,A0803,A0901,A1001, A1002,A1101,A1102,A1103, A12	
243	PETROULAKIS G.S.A.	11 ALEXANDRAS AVE.	ATHENS	11473	01-0-6429829	A0301,A0601,A0701,A1001, A1002,A1101,A1102,A1103, A1201,B0601	00-031
244	POLIGRAMO NETWORK S.A.	100 KIFFISSIAS AVE. & 83 MARATHONODROMOU ST.	ATHENS	151 25	01-0-6144226 01-0-6144231	A0301,A0701,A1001,A1002, A1101,A1102	01-008
245	FIRST CLOBAL TELEPHONE INTERNET NETWORK	16 DIOMIDOUS KIRIAKOU ST.	KIFISSIA	145 62	01-0-8089102 01-0-8089103	A1002	01-283
246	RODIKI INFORMATION TECHNOLOGY	48 ATHANASIADI ST.	RODOS	851 01	0241-0-37979	A0701	99-174
247	SARAFANTONI ATHINA	7 KARATASSOU ST.	THESSALONIKI	546 26	031-0-542350	A0701	99-184
248	TASSIDIS ARCHONTIS	13 DASSIOU SQ.	ORESTIADA	682 00	0551-0-28340	A0701	98-030
249	TESAE S.A.	26 XLOIS ST.	ZOGRAFOU	157 72	01-0-7488705 01-0-7488795 01-0-7780490	A0401,A0402,A0403,A0404, A0405,A0406,A0407,A0408, A0409,A0410,A0411,A0701, A0901,A1001,A1002,C0301, C0302,C0303	01-256
250	TECHNICAL PUBLICATIONS	2-4 ILIOUPOLEOS ST.	IMITTOS	172 37	01-0-9961861 01-0-9961864	A0701	96-010
251	FASMA LTD	ETHN. PELEKA, ALEPOU	CORFU	491 00	0661-0-43620	A0701	99-166



Appendix IV: Codification of Telecommunications Services

A. Classes of Fixed Telecommunications Services			
A01.	Provision of Fixed Network Transmission Lines (excluding Satellite Transmission Lines)	A0101	Provision of fixed network transmission lines (leased lines) to the public, via (entirely or in part) a network infrastructure owned and/or managed by the declarer
A02.	Capacity Leasing	A0201	Leasing of capacity to the public, via (entirely or in part) a network infrastructure owned and/or managed by the declarer
		A0202	Provision of Private Virtual Network (PVN) to the public, via (entirely or in part) a network infrastructure owned and/or managed by the declarer
A03.	Data Transmission Services	A0301	Packet-switched data transmission
		A0302	Circuit-switched data transmission
		A0303	Telex service without allocation of numbers under the NNP
A04.	Value-Added Data Services	A0401	Electronic mail (e-mail)
		A0402	Electronic Data Interchange (EDI)
		A0403	Value-added facsimile service
		A0404	Accounting services / Electronic Funds Transfer (EFT)
		A0405	Remote control services
		A0406	Teletex
		A0407	Videography services
		A0408	Teletyping services
		A0409	Teleprocessing services
		A0410	Telegraphy services
		A0411	Telemetry services
A05.	Integrated Value-Added Services	A0501	Videconferencing
		A0502	Business TV
		A0503	Viewphone
A06.	Network Management Services	A0601	Network operation for Closed User Groups, including the provision of general telecommunications services (including voice switching)
		A0602	Network operation for Closed User Groups, including the provision of general telecommunications services (excluding voice switching)
		A0603	Provision of gateways between networks belonging to different parties
		A0604	Network access services, e.g. for access to networks of mailbox providers, on-line information service and/or Internet service providers
		A0605	Network support services
		A0606	Intelligent Network (IN) services
		A0607	Automatic Call-back services
A07.	Internet Services	A0701	Provision of Internet services
A08.	Technical Provision of Broadcasting Services	A0801	Transmission of audio and/or TV signals between installations of Broadcasting Companies
		A0802	Relaying of Broadcasting signals
		A0803	Distribution of Broadcasting signals - via terrestrial relay stations - via cable networks



A. Classes of Fixed Telecommunications Services

A09.	Technical Provision of Multimedia Services	A0901	Provision of multimedia services
A10.	Voice Services	A1001	Voice Telephony services for the public, via (entirely or in part) a network infrastructure owned and/or managed by the declarer, without allocation of numbers under the NNP
		A1002	Voice services provided via the Internet
A11.	Value-Added Voice Services	A1101	Voice mailbox
		A1102	Audiotex
		A1103	Audioconference services
A12.	Public Telecommunications Stations	A1201	Provision of public phones
		A1202	Other telecommunications stations
A13.	Other Telecommunications Services		

B. Classes of Mobile Radiocommunications Services

B01.	Mobile Voice Services	B0101	Voice transmission for the public, without allocation of numbers under the NNP
		B0102	Facsimile and data transmission
		B0103	SMS (Short Messaging Service)
		B0104	Mailbox Services
B02.	Radio Call Services	B0201	Unidirectional transmission of news (sound, drawings and/or text)
B03.	Radiocommunications Services	B0301	Voice and data transmission for Closed User Groups within Closed User Groups
B04.	Mobile Radio Data Services	B0401	Packet-switched data transmission
B05.	In-flight Telephony Services	B0501	Voice, data and facsimile transmission
B06.	Other Telecommunications Services		

C. Classes of Satellite Services

C01.	Provision of Satellite Transmission Lines	C0101	Provision of satellite transmission lines to the public, via (entirely or in part) a network infrastructure owned and/or managed by the declarer
C02.	General Satellite Services	C0201	Broadcasting distribution services
		C0202	Business TV
		C0203	Satellite News Gathering
		C0204	Data transmission services
		C0205	Videoconference
C03.	Mobile Satellite Services	C0301	Fleet Management/ Position-Finding Services
		C0302	Telephony services
		C0303	Data services
C04.	Satellite Broadcasting Services	C0401	Transmission of audio and TV signals between Broadcasting Stations
		C0402	Transmission of broadcast signals
		C0403	Distribution of broadcast signals
C05.	Other Telecommunications Services		



Explanations	
A0101	The telecommunications means-facilities that offer capacity for transparent transmission between terminal points of the network, without offering optional switching capabilities (switching operations that may be controlled by the user as part of the leased line).
A0201	Leasing to the public of a part of the capacity of telecommunications lines, via (entirely or in part) a network infrastructure owned and/or managed by the declarer.
A0202	Provision of a Private Virtual Network via (entirely or in part) a network infrastructure owned and/or managed by the declarer. Private Virtual Network is the section of the corporate network network that provides network services using common switching network infrastructure.
A0301	Packet-switched transmission of digital information using specific standards, such as X.25, FPS (Fast Packet Switching) etc.
A0302	Circuit-switched transmission of digital information using specific standards, such as X.21.
A0303	Telegraphic service allowing direct temporary communication between subscribers, using a start-stop device and telecommunications circuits of the public telecommunications network.
A0402	Transmission of digital information using EDI standards.
A0403	Transmission of information stored in a database, using retrieval from the memory and automated mass-transmission.
A0404	Transmission of data for processing transactions between computers supporting running general accounting applications, as well as between computer systems supporting electronic payments (e.g. clearing systems etc.).
A0405	Transmission of data for remote control, tele-monitoring and remote diagnosis (excluding services for remote control of the operation of telecommunications networks/systems through private usage switchers).
A0406	Telematic service for transmission of text, offering additional facilities compared to the telex service and, more specifically, typing and remote text processing functions.
A0407	Telecommunications form in which information (generally in the form of digital data) is transmitted primarily in order to allow its selection and display to the user, in the form of text or image, using a visual display unit such as a TV monitor.
A0408	Telecommunications service having as its purpose to transmit and simultaneously regenerate graphics in a remote terminal, in the form in which they had been written or designed in the sending terminal.
A0409	Service that combines telecommunications techniques with data processing techniques, with the aim to remotely process information.
A0410	Telecommunications service in which the information transmitted is intended to be recorded, upon reception, as a graphics string. The information transmitted may sometimes be displayed in an alternative format or may be stored for future use.
A0411	Procedure in the context of which measurements take place at remote locations and the results are transmitted via telecommunications networks.
A0501	Teleconferencing service, where the participants are connected via circuits allowing



Explanations	
	the transmission of fully moving image, voice, text and data.
A0502	Broadband transmission of audio and TV signals to Closed User Groups (e.g. for educational purposes).
A0503	Service combining telephony techniques with TV techniques, allowing users to see each other during their telephone communication.
A0601	Operation and management of telecommunications networks for Closed User Groups, including voice-switching capabilities.
A0602	Operation and management of telecommunications networks for Closed User Groups, without voice switching capabilities.
A0603	Provision of gateways, in order to achieve interconnection between networks belonging to different parties.
A0604	Provision of gateways in networks, e.g. networks of voice mailbox providers, on-line information service providers and Internet providers (including the services provided in these networks, such as e-mail, fax etc.).
A0605	Transmission of data for remote control, tele-monitoring, remote diagnosis and support of telecommunications networks or systems.
A0606	Network services, provision of which requires Intelligent Network features and functionalities (e.g. the called party assumes payment of telephone charges, etc).
A0607	Provision of (international) connections using the automatic call-back method.
A0701	Services that are provided via the Internet and do not belong to any of the other classes described above.
A0801	Transmission of audio and/or TV signals between Broadcasting Companies, via external transmission and distribution lines, as well as via programme exchange lines.
A0802	Transmission of audio and TV signals from the radio or TV station to the broadcasting distribution networks.
A0803	Distribution of broadcasting signals to subscribers, via broadcasting distribution networks using cable networks and/or terrestrial relay stations.
A0901	Transmission and management of multimedia services via telecommunications networks. Multimedia services include teleshopping, tele-education, video-on-demand, pay-per-view or similar services.
A1001	Real-time voice transmission and/or switching, via (entirely or in part) a network infrastructure owned and/or managed by the declarer, without allocation of numbers under the NNP (including the provision of general facsimile services).
A1002	Voice services provided via the Internet and without allocation of numbers under the NNP.
A1101	Provision of voice memory, where voice mail may be deposited and retrieved.
A1102	Provision of technical infrastructure for retrieval of information and entertainment programmes via a specific call number.
A1103	Teleconferencing service, where the participants are connected via circuits supporting the transmission of voice. In addition to voice, other signals (such as facsimile or telewriting) can also be transmitted.
A1201	Provision of public phones (including provision of general facsimile services).



Explanations	
A1202	Provision of other telecommunications stations.
B0101	Real-time voice transmission and/or switching, via (entirely or in part) a mobile network infrastructure owned and/or managed by the declarer, without allocation of numbers under the NNP. Call forwarding is through cellular analogue or digital terrestrial radio networks and points providing interconnection with public fixed networks.
B0102	Facsimile services (printed or computer-generated fax) and data transmission services.
B0103	Transmission of short messages (up to 160 alphanumeric characters).
B0104	Provision of voice memory.
B0201	Analogue and digital transmission of signal, which introduces sound series or alphanumeric characters to mobile receivers.
B0301	Analogue or digital transmission of voice and data to a restricted user group. Transition to a fixed network is one option.
B0401	Transmission of digital information by packet switching via virtual connections, using specific standards (e.g. X.25) on a mobile data radio network. Transition to a fixed network is possible.
B0501	Voice, data and facsimile communications with fixed and mobile networks, for passengers of airborne vehicles, via terrestrial radio stations.
C0101	The telecommunications means-facilities that offer capacity for transparent transmission between terminal points of the satellite network, without offering optional switching capabilities (switching operations that may be controlled by the user as part of the leased line).
C0201	Unidirectional data transmission in the form of point-to-multipoint connections.
C0202	Broadband transmission of audio and TV signals to one or more receiving stations of a selected group of users.
C0203	Transmission of video from the location where it takes place to a TV studio, via mobile satellite transmission systems.
C0204	Provision of unidirectional or interactive data transmission paths to the installations of subscribers, via satellite systems.
C0205	Teleconferencing service, where the participants are connected, via suitable satellite links, for the transmission of fully moving image, voice, text and data.
C0301	Transmission of alphanumeric data and information between a central station and moving units (vehicles) and radiolocation.
C0302	Real-time voice transmission and/or switching, via analogue and/or digital satellite networks.
C0303	Data transmission and/or switching via analogue and/or digital satellite networks.
C0401	Transmission of audio and TV signals between broadcasting station, via satellite links.
C0402	Transmission of broadcast signals from the broadcasting station to the corresponding broadcasting distribution satellites.
C0403	Distribution of broadcast signals for direct satellite reception by broadcasting subscribers.



Appendix V: List of Companies Licensed for the Provision of Postal Services (as at 31 December 2001)

A. Companies providing postal services under Individual Licence status *

No	BUSINESS NAME	DISTINCTIVE TITLE	ADDRESS	CITY	PC	TELEPHONE No.
1	METROPOLITAN COURIERS LTD	METROPOLITAN COURIERS	1-3 AFRODITIS ST.	KALLITHEA	17672	01-0-9521747
2	FTEROTOS ERMIS – POSTAL SERVICES & TRANSPORTATION S.A.	FTEROTOS ERMIS S.A.	15-17 THISSEOS ST.	ATHENS	10562	01-0-3729020

* Note: Individual Licences refer to services coming under the Universal Service; pursuant to L.2668/1998, the Universal Service Provider is ELTA.

B. Companies providing postal services under General Authorisation status

No	BUSINESS NAME	DISTINCTIVE TITLE	ADDRESS	PC	CITY	TELEPHONE No.	Reg. No.
1	ACS INTERNATIONAL TRANSPORTATIONS & FACILITIES S.A.	ACS S.A.	25 ASKLIPOU ST.	14568	KRIONERI ATTIKIS	01-0-8190000 01-0-8190100	99-122
2	ADCO – A & P. ANTONOPOULOS LTD	ADCO	54. G. PAPANDEOU ST	13562	AG. ANARGIRI	01-0-2690000-8	00-164
3	CAPITAL EXPRESS COURIER S.A.	CAPITAL EXPRESS	97 STRATARCHOU PAPAGOY ST.	17343	AG. DIMITRIOS	01-0-9762520	00-188
4	CITY MESSENGERS COURIERS S.A.	CITY MESSENGERS S.A.	4 SEFERI ST.	14452	METAMORFOSSI	01-0-2856391	01-232
5	DELIVERY SERVICE - DELIVERIES LTD	DELIVERY SERVICE LTD	20 MANOUSSO- GIANNAKI	54621	THESSALONIKI	031-0-243062	01-220
6	DHL INTERNATIONAL (HELLAS) COURIERS S.A.	DHL INTERNATIONAL (HELLAS) S.A.	44 ALIMOU AVE. & 17 POMA ST.	17455	ALIMOS	01-0-9890851 01-0-9890000	99-097
7	DKS COURIERS LTD	DKS	32A AG. ANARGIRON ST.	15124	MAROUSSI	01-0-6109660-2-6	99-111
8	EURONET - COURIER - AND LOGISTICS S.A.	EURONET - COURIER AND LOGISTICS S.A.	8 ASTROUS ST.	13121	ILION	01-0-5785750	00-168
9	EUROSEND LTD	EUROSEND COURIER	72 AGIAS. VARVARAS ST.	17235	DAFNI	01-0-9765950-7	99-090
10	GOLD MAIL COURIER S.A.	GOLD MAIL S.A.	26 THERMOPILON ST.	17343		01-0-9755555	01-206
11	INTERATTICA COURIER NETWORK S.A.	INTERATTICA S.A.	415 PANAGI TSALDARI ST.	17675	KALLITHEA	01-0-9407700	99-136
12	INTERPOST INTERNATIONAL TRANSPORTATION OF DOCUMENTS & PARCELS S.A.	INTERPOST S.A.	4 TH. IKONOMOU ST.	11525	ATHENS	01-0-6743300	99-108



No	BUSINESS NAME	DISTINCTIVE TITLE	ADDRESS	PC	CITY	TELEPHONE No.	Reg. No.
13	KANGA SERVICES COURIERS S.A.	KANGA SERVICES COURIERS	34 THESSALONIKIS ST.	143 42	N. FILADELFA	01-0-2525175	99-102
14	MASS COURIER- S.A. -	MASS COURIER	119 STR. PAPAGOY ST.	173 41	AG. DIMITRIOS	01-0-9703409	01-301
15	MAY DAY COURIER SERVICES	MAY DAY COURIER	123 ACH. PARASCHOU ST.	114 75	ATHENS	01-0-6454174	00-160
16	MIDEX LTD	MIDEX LTD	97 FOTOMARA ST.	117 45	ATHENS	01-0-9212012	00-187
17	PONY EXPRESS GREECE LTD	PONY EXPRESS LTD.	22 ILIOUPOLEOS AVE.	116 31	ATHENS	01-0-9270700	99-114
18	POST & PRESS BUSINESS SERVICES LTD	P & P	7 OLIMPIADOS ST.	116 33	ATHENS	01-0-7566011-3	99-116
19	PROMOTION DISTRIBUTION SERVICES	P.D.S LTD	13 PROKLOU ST. & PROTAGORA ST.	116 35	ATHENS	01-0-7017954 -833	99-148
20	RO. COURIERS LTD	RO. LTD	17 ZICHNIS ST. & 23A EGIOU ST.	115 27	ATHENS	01-0-7482211	99-112
21	SPEED AIR INTERNATIONAL TRANSPORTATIONS LTD	SPEED AIR	18 TEGEAS ST.	164 52	ARGIROUOLI	01-0-9951024	99-133
22	TNT SKYPACK HELLAS LTD	TNT SKYPACK HELLAS LTD	7 Z	167 77	ELLINIKO	01-0-8940062	99-110
23	TRUST MAIL COURIER LTD	TRUST MAIL LTD	19 KOROMILA AVE.	117 45	N. KOSMOS	01-0-9242080	99-134
24	U.D.F. COURIER LTD	U.D.F.	134 MEGALOU ALEXANDROU ST.	104 35	ATHENS	01-0-3427400	01-191
25	UNITED COURIER SERVICES LTD	UNITED COURIER SERVICES	SINGROU ST. & 3 PINDOU ST.	177 78	KALLITHEA	01-0-9537416-8	01-297
26	UPS OF GREECE INC. S.A.	UPS	98A ALIMOU ST.	164 52	ARGIROUOLI	01-0-9984100	99-120
27	AVRAMOPOULOS KONSTANTINOS	ACHAIKI COURIER	126 KORINTHOU ST.	262 23	PATRAS	061-0-623072 061-0-277480	01-296
28	AGELIKI PETTA & CO E.E.	AGELIKI PETTA & CO E.E.	86-88 IEROTHEOU ARCHIEPISKOPOU ST.	262 22	PATRAS	061-0-325700	01-277
29	ADAMOPOULOU ATHANASIA	CITY COURIER	211-213 IONIAS AVE.	111 45	ATHENS	01-0-2113065	00-161
30	IDP EXPRESS S.A. INTERNATIONAL DOCUMENTS PARCELS TRANSPORTATION	IDP EXPRESS	51 A. SIMEONIDI ST.	546 38	THESSALONIKI	031-0-249241	99-145
31	ALAMANOU G. MARIA	RABBIT COURIER	23 PAXON ST. KIPSELI	113 62	ATHENS	01-0-8840647	99-074
32	ALATERA VASILIKI	ALATERA VASILIKI	4 KILKIS ST.	814 00	LIMNOS	0254-0-24081	01-213
33	ALKIMADIS K. BOURDARAS	S.A.S.	31 TRIPOLEOS ST.	173 41	AG. DIMITRIOS	01-0-9310494- 222	00-162
34	ABARTSIDIS A. – PARASKEVAS X. OE.	SWIFT MAIL EXPRESS COURIER	74 FILLIPOU ST.	546 35	THESSALONIKI	031-0-200251	99-092
35	ANAGNOSTOPOULOS IOANNIS	ANAGNOSTOPOULOS IOANNIS	1A DIOIKITRIOU ST.	502 00	PTOLEMAIDA	0463-0-26550	01-286
36	ANTONIOU KONSTANTINOS	RAINBOW EXPRESS COURIERS	40 MIRONOS ST.	173 43	AGIOS DIMITRIOS	01-0-9765687	99-142



No	BUSINESS NAME	DISTINCTIVE. TITLE	ADDRESS	PC	CITY	TELEPHONE No.	Reg. No.
37	POSTAL ITEMS TRANSPORTATION INTERMEDIARY S.A.	UDC. S.A.	50 EVANGELISTRIAS ST.	241 00	KALAMATA	0721-0-99020 0721-0-62777	00-181
38	A. PAPAZOGLOU & CO O.E.	A. PAPAZOGLOU & COOE.	88 OCTOBER 23 rd ST.	412 23	LARISSA	041-0-239828	01-207
39	APOSTOLATOU CHRISTINA	COURIER SERVICE WORLDWIDE	5 A. METAXA ST.	281 00	ARGOSTOLI	0671-0-23426	99-060
40	RT EXPRESS – COURIER AND POSTAL TRANSPORTATIONS S.A.	RT - EXPRESS	1 POSIDONOS ST. & SOULIOU ST.	173 42	AGIOS DIMITRIOS	01-0-9945234	99-105
41	ARAMEX (HELLAS) INTERNATIONAL TRANSPORTATION	ARAMEX (HELLAS) INTERNATIONAL S.A.	34 VOULIAGMENIS AVE.	164 52	ARGIROUOLI	01-0-9958950-5	99-130
42	ARABATZOGLOU STAVROS	EASY GO COURIER	14 THEODOROU NATSINA ST.	542 48	THESSALONIKI	031-0-322113	00-157
43	ARMACOLAS IOSSIF AGAPITOS	MASS COURIER	17 FILONOS ST.	172 36	AGIOS DIMITRIOS	01-0-9703409	99-053
44	ASLANIDOU ELENI	PIERIKI COURIER	73 THESSALONIKIS ST.	601 00	KATERINI	0351-0-30000	00-177
45	AVGOUSTAKI ERINI	AVGOUSTAKI IRINI COURIER	117 ETHN. ANTISTASSEOS ST.	713 07	HERAKLION	081-0-284828 081-0-284010	01-227
46	LAMBROUSSIS BROS – K. SKARGIOTIS O.E.	LAMBROUSSIS BROS – K. SKARGIOTIS O.E.	155 DODONIS ST.	452 21	IOANNINA	0651-0-45035	01-223
47	V. GIALARAKIS – D. DALEKOS O.E.	CHAMPION SPRINT	40 KIFISSOU ST.	143 10	N. FILADELPHIA	01-0-2515010	01-263
48	VAGIAS CHRISTOS	VAGIAS CHRISTOS- EUROSEND	53A CHATZIARGIRI ST. – G. KARTALI ST.	380 01	VOLOS	0421-0-38928	99-013
49	VASILAKAKI ANASTASIA	VASILAKAKI ANASTASIA	60 IOAKIM KAVIRI ST.	681 00	ALEXANDROUPOLI	0551-0-37879	00-186
50	VEVOPOULOS ALEXANDROS	EPIRUS COURIER	38 ARCH. MAKARIOU ST.	452 21	IOANNINA	0651-0-39777	99-058
51	VELIMVASSAKIS STAVROS	VELIMVASSAKIS STAVROS	3 GAVRIIL ST.	721 00	AG. NIKOLAOS	0841-0-82902	01-198
52	VOULGARI OURANIA	VOULGARI OURANIA DOCUMENTS AND ITEMS COURIER	20 KARAOLI DIMITRIOU ST.	546 30	THESSALONIKI	031-0-544847	99-144
53	VRISSANAKIS MICH. EMMANOUIL	CRETA COURIER	16 GIAMALAKI ST.	712 02	HERAKLION	081-0-281020 081-0-282520	99-079



No	BUSINESS NAME	DISTINCTIVE TITLE	ADDRESS	PC	CITY	TELEPHONE No.	Reg. No.
54	G. VOKOROKOS & CO O.E.	SPEED COURIERS	115-117 AKROPOLEOS ST.	172 34	DAFNI	01-0-9712720 01-0-9702788	99-104
55	GENERAL POSTAL COURIER S.A.	GENERAL POSTAL COURIER A.E.E.	3 LIVADIAS ST.	144 52	METAMORFOSSI	01-0-2842222	99-149
56	GEORGIAKOPOULOS GRIGORIOS	GEORGIAKOPOULOS GRIGORIOS	30 THEMISTOKLEOUS ST.	241 00	KALAMATA	0721-0-95900	99-030
57	GEORGITSIS KONSTANTINOS & CO E.E.	SAFE COURIER	8-10 N. FLOROU ST.	115 24	ATHENS	01-0-6911241	99-138
58	GIANNAKOPOULOS GEORGIOS	GIANNAKOPOULOS GEORGIOS	3 DAMOFONTOS ST. & PSARON ST.	241 00	KALAMATA	0721-0-63390	01-298
59	UTA COURIER LTD	UTA COURIER LTD	7 LITOUS ST.	546 28	THESSALONIKI	031-0-530607	99-103
60	EURO COURIER S.A.	EURO COURIER S.A.	95 THESSALONIKIS AVE.	143 42	N. FILADELFA	01-0-2599000	00-167
61	GIAOURAKIS NIKOLAOS	GKIAOURAKIS NIKOLAOS	18 GIANNIKOU ST.	712 01	HERAKLION	081-0-286285	99-036
62	GIOYRDAS VASSILIOS PUBLISHING LTD	FIRST SERVICE COURIERS	5 TZOUMAGIAS ST.	113 62	ATHENS	01-0-8228366	01-216
63	GOLAS NIKOLAOS	I.D.S. COURIER	5 ANTISTHENOUS ST.	117 43	N. KOSMOS	01-0-9217060	99-043
64	GOLDEN COURIER HELLAS S.A.	GOLDEN COURIER HELLAS S.A.	8 EGALIO ST.	185 45	PIREAS	01-0-4061130	01-195
65	GOTSOPOULOS DIMITRIOS	G.M.T (GENERAL MAIL TRANSPORTATION)	60 AG. OROUS ST.	151 23	MAROUSSI	01-0-6817508	01-295
66	WORLD COURIER (GREECE) LTD	WORLD COURIER (GREECE) LTD	37 KAPETAN CHRONA ST.	115 25	ATHENS	01-0-6756517-9	99-098
67	COURIER OFFICE - SPEEDLINE LTD	SPEEDLINE LTD	35 LAGKADA ST.	546 29	THESSALONIKI	031-0-557036	99-106
68	GRIGORIADIS GEORGIOS	GRIGO COURIER	10 KALAPOTHAKI ST.	546 24	THESSALONIKI	031-0-229689 031-0-280919	00-166
69	DEDELOUDI ANGELIKI	DEDELOUDI ANGELIKI	33 ORFEOS ST.	683 00	DIDIMOTICHO	0553-0-23143	01-197
70	DIMITRIOS CHATZINOULAS & CO O.E.	CITY POST	103 - 105 KIPROU ST.	412 22	LARISSA	041-0-534544	99-094
71	DIMISKIDOU DIMITRA	DIMISKIDOU DIMITRA	59 EL. VENIZELOU ST.	68 400	SOUFLI	0554-0-22631	01-261
72	DIMOPOULOS TH. - TSELEPIDIS E. O.E.	QUICK & SAFE COURIER	41 ANDRITSENIS ST.	121 35	PERISTERI	01-0-8990426	01-211
73	DIAKINISI LTD	QMS QUALITY MAIL SERVICE	42A V. IPIROU ST.	104 44	ATHENS	01-0-5149752	99-101
74	DIAKOUMIS DIMITRIOS	DIAKOUMIS DIMITRIOS	22 PAROU ST.	131 22	ILION	01-0-2633833	99-065



No	BUSINESS NAME	DISTINCTIVE. TITLE	ADDRESS	PC	CITY	TELEPHONE No.	Reg. No.
75	DIAKOUMIS SOTIRIOS	DIAKOUMIS SOTIRIOS	21 MIKONOU ST.	131 22	ILION	01-0-2632595	99-066
76	DIGALAKIS MICHAIL	PELARGOS COURIER	44 PIRRAS ST.	117 45	N. KOSMOS	01-0-9212227 01-0-9214141	99-073
77	INTERNATION AIR TRANSPORTATIONS LTD	I.A.B. LTD	8 ILISSION ST.	157 71	ZOGRAFOU	01-0-7783200	99-123
78	INTERNATIONAL COURIER UNION S.A.	INTERMAIL S.A.	73-75 MAXIS ANALATOU ST.	117 45	ATHENS	01-0-9019000	99-115
79	D. KAPELAKIS - V. BARDAKIS O.E.	PEGASUS COURIER	8 ENIANOS ST.	104 34	ATHENS	01-0-8253409 01-0-8253410	01-222
80	DRAKOPOULOS ANTONIOS	DRAKOPOULOS ANTONIOS	20 AG. LOUKA SQ.	291 00	ZAKINTHOS	0695-0-43636	99-069
81	DROMEAS COURIER LTD	DROMEAS COURIER	6 IDIPODOS ST.	104 42	ATHENS	01-0-5154130	99-029
82	E. BEIKO & CO.E.E.	SFERA EXPRESS - -COURIER	123 SARANTAPOROU ST.	152 32	CHALANDRI	01-0-6833304	01-204
83	E. CHETZAKIS & CO.O.E.	CHETZAKIS COURIER	15 DIMIKRATIAS AVE.	713 06	HERAKLION	081-0-229869	01-212
84	ACES COMPANY SERVICES & COMMUNICATION CENTRE LTD	ACES COURIERS	5-7 KLISSOURAS ST.	161 21	ATHENS	01-0-7257770	99-135
85	HELLENIC POST	ELTA	1 APELLOU ST.	101 88	ATHENS	01-0-3353246	99-150
86	EXPRESS FLY LTD	EXPRESS FLY	43 I. PASSALIDI ST.	544 53	THESSALONIKI	031-0-943535 031-0-924886	99-003
87	EFSTATHIOU EVANGELIA	EFSTATHIOU ENVAGELIA	45 PATRON ST.	201 00	KORINTHOS	0741-0-28663	01-271
88	ZAFIRIS N. & CO.O.E.	SWIFT MAIL	8 AMINTA ST. & PTOLEMEON ST.	116 35	ATHENS	01-0-7256600	99-141
89	ZIRAS IOANNIS & CO.O.E.	SPARROW TRANS	194 ATHINON ST.	241 00	PIREAS	0721-0-22266	01-219
90	ZOUROUDI GEORGIA	ZOUROUDI GEORGIA	76 AP. PAVLOU ST.	85 100	RODOS	0241-0-65142 0241-0-65832	01-205
91	TH. PAPADOPOULOU - E. GERAKITI O.E.	EXPRESS TRANSPORT ATION LINE	40 KIMIS ST.	551 33	KALAMARIA THESSALONIKI	031-0-412053	00-176
92	INTER DELIVERY SERVICE LTD	I.D.S.	13 CHALKIDOS ST.	546 27	THESSALONIKI	031-0-525340	01-193
93	INTERNATIONAL TRAFFIC COURIER LTD	INTERNATIONAL TRAFFIC COURIER LTD	22 AGIOU DIONISSIOU ST.	185 40	PIREAS	01-0-4226624 01-0-4226071	99-152
94	IOANNIDIS ALEXANDROS	IOANNIDIS ALEXANDROS	101 THEMISTOKLI SOFOLJI ST.	551 31	THESSALONIKI	031-0-411030 -019	99-062
95	IOANNOU LEONIDAS & CO.O.E.	COURIERS AT TOP SPEED	29 THOUKIDIDOU ST.	135 62	AG. ANARGIRI	01-0-2388618 01-0-2321333	00-179
96	K. SARLIS - V. EFTHIMIOU O.E.	ELEVEN COURIER	8 KRATILOU ST.	104 42	ATHENS	01-0-5154308	01-214
97	KALTA THEODORA	EUROLINK	8 ESSOPOU ST.	546 27	THESSALONIKI	031-0-540220	00-165
98	KABOURIS EMMANOUIL	IKAROS COURIER	53 ORFANIDOU ST.	111 42	ATHENS	01-0-2133130 01-0-2133230	99-046



No	BUSINESS NAME	DISTINCTIVE. TITLE	ADDRESS	PC	CITY	TELEPHONE No.	Reg. No.
99	KANARIOU EVRIDIKI	CHIOS EXPRESS COURIER	46 KOUNTOURIOTOU ST.	821 00	CHIOS	0271-0-21369	99-018
100	KANATSELIS DIMITRIOS	GRANDE EXPRESS COURIER	145 KOLOKOTRONI ST.	185 36	PIREAS	01-0-4533633	99-139
101	KAPETANIOU FANI	KAPETANIOU FANI	1 FILELLINON ST.	212 00	ARGOS	0751-0-63390	99-037
102	KARAVAKOU ANGELIKI	PIRAIKI COURIER	76 ETOLIKOU ST.	185 45	PIREAS	01-0-4629450	99-057
103	KARAGIANNIS STILIANOS	KARAGIANNIS STILIANOS	2. TAR. ATHINAS ST.	851 00	RODOS	0241-0-65639	99-047
104	KARADIMOS DIMITRIOS	KARADIMOS DIMITRIOS	57 DIMOSTHENOUS ST.	413 36	LARISSA	041-0-286605	01-201
105	KARAMANOS PAVLOS	EXPRESS CITY SERVICES	14 DELIGIANNI ST.	106 83	ATHENS	01-0-8219959	99-001
106	KARATSIOLIS EVANGELOS	KARATSIOLIS EVANGELOS	2 ROMANOU ST.	621 00	SERRES	0231-0-53436	99-071
107	KAREKLAS SOTIRIOS	KAREKLAS SOTIRIOS	11 KENTRIKIS ST.	59 100	VERIA	0331-0-73680 0331-0-60490	01-208
108	KERIMIS EFSTRATIOS	MITILINI COURIER	41 AEROPOROU GIANNARELI ST.	811 00	MITILINI	0251-0-46500 0251-0-46646	99-016
109	KLAVDIANOS CEASAR COURIER SERVICES	KLAVDIANOS CEASAR COURIER SERVICES	5 KALVOU ST.	291 00	ZAKINTHOS	0695-0-49222	99-019
110	KLAPSA – GANTIRI OLGA	COURIER GANTIRI	SCHIMATAR	320 09	SCHIMATARI	0262-0-59277	01-225
111	KLEANTHIS P. MANIATIS	KLEANTHIS P. MANIATIS	CHRISSOMALLOUSSIS ST. & 17A IAKINTHOU ST.	811 00	MITILINI	0251-0-43903 0251-0-42186	00-170
112	KOTAVE KONSTANTINA	CNL	22 KANARI ST.	122 42	EGALEO	01-0-5314499 01-0-5314399	99-044
113	KOUZIONIS I. – LOTSIOS S. O.E.	KOUZIONIS I.- LOTSIOS S. O.E.	114 IOANNINON ST.	412 22	LARISSA	041-0-618077	99-095
114	KOULOUVAKOS DIM- DIMITRIOU CHRIS. O.E.	COCOONING DAYNIGHT COURIERS	14A MIRMIDONON ST.	121 33	PERISTERI	01-0-5774970-2	99-004
115	KOUNELIS NIKOLAOS	KOUNELIS NIKOLAOS	6 ROIDOU ST.	821 00	CHIOS	0271-0-22550 0271-0-23769	00-172
116	COURIER ERMIS LTD	COURIER ERMIS LTD	51 SP. TRIKOUPH ST.	106 83	ATHENS	01-0- 8220800	99-132
117	KIRIAKODIS I. – KONTOS E. O.E.	INTER CHIOS COURIER	7 SKANAVI ST.	821 00	CHIOS	0271-0-81278	01-221
118	KIRKOS PASCHALIS	KIRKOS PASCHALIS	2 KOMNINON ST.	621 00	SERRES	0321-0-51115 0321-0-98378	00-180
119	KONSTANTINIDIS DIMITRIOS	PIGASSOS EXPRESS COURIER SERVICES	14 DIOGENOUS ST.	544 53	K. TOUBA THESSALONIKI	031-0-900422-3	01-224
120	KONSTANTINOPOULOU MARIA	KONSTANTINO- POULOU MARIA	346A KORINTHOU ST.	262 22	PATRAS	061-0-312151	99-052



No	BUSINESS NAME	DISTINCTIVE. TITLE	ADDRESS	PC	CITY	TELEPHONE No.	Reg. No.
121	KOSTAMIS CHRISTOS	KOSTAMIS CHRISTOS	36 KAPODISTRIOU ST.	431 00	KARDITSA	0441-0-71941 0441-0-26676	99-022
122	LADAS DIMITRIOS	LADAS DIMITRIOS COURIER SERVICES	23 CHR. SMIRNIS ST.	632 00	MOUDANIA CHALKIDIKI	0373-0-22865 0373-0-24052	99-042
123	LABROUSSIS GEORGIOS	LABROUSSIS GEORGIOS GOLDAIR SUPER EXPRESS	10 KOUNGIOU ST.	452 21	IOANNINA	0651-0-79105 0651-0-79115	99-034
124	LASPA S. – MIGDOS G. - GKABOURAS N. O.E.	TACHYDROMEAS	71 THEAGENOUS CHARISSI ST.	546 39	THESSALONIKI	031-0-914088 031-0-944116	01-215
125	LEVAKIS KOSTAS	LEVAKIS KOSTAS	12 MICHAEL VOGDOU ST.	671 00	XANTHI	0541-0-64640	01-196
126	MAGIROPOULOS APOSTOLOS	EURO MAIL	8 DODEKANISSOU ST.	546 26	THESSALONIKI	031-0-253098 031-0-540105	99-084
127	MAKKAS KONSTANTINOS	MAKKAS KONSTANTINOS	45 FRAGKOPOULOU ST.	115 25	ATHENS	01-0- 6728365-7	99-012
128	MALLIARAKI- MALLIAROU ANNA	JET LINES COURIER	109 ALKMIADOU ST.	104 46	ATHENS	01-0- 8815776-9	99-059
129	MARNELAKIS P.& CO O.E.	ILIOS COURIER	1 VLASTON ST.	712 02	HERAKLIO	081-0-282549	99-089
130	MARTSAKIS PANAGIOTIS	MARTSAKIS PANAGIOTIS	86 AN. GOGONI ST.	731 00	CHANIA	0821-0-74551	99-017
131	MATARAGKA THEODORA	ON TIME COURIER	9 P. KALLIGA ST.	114 73	ATHENS	01-0-6456831	00-171
132	MELENIKIOS ANTONIOS	MELENIKIOS IOAN. ANTONIOS	THESSALONIKIS 5	621 00	SERRES	0321-0-51887	99-031
133	MESSIMERTSIS KONSTANTINOS	TRIKALA EXPRESS MAIL	16 SOKRATOUS ST & PLOUTONOS ST.	421 00	TRIKALA	0431-0-33425 0341-0-76263	99-007
134	MEDITERRANEAN COURIER LTD.	C.C. COURIER CENTER	265 IMITTOU ST.	116 31	ATHENS	01-0-7517300	99-127
135	TRANSPORTATION COMPANY - WAREHOUSING- DISTRIBUTION – POSTAL SERVICES LTD.	IKAROS LTD	7.5km NAOUSA - VERIA ROAD	591 00	VERIA	0331-0- 93516-17	01-209
136	METROPOLITAN COURIERS LTD	METROPOLITAN COURIERS	1-3 AFRODITIS ST.	176 72	KALLITHEA	01-0-9521747	99-125
137	M. KATSIMENIS - N. KEBERAS O.E.	HELLENIC AIR COURIER	22 FRAGKON ST.	546 25	THESSALONIKI	031-0-556076	01-243
138	MOSCHOPOULOS IOANNIS	FIS COURIER SERVICES	9 KOSTI PALAMA ST.	141 22	N. HERAKLIO	01-0-2835985 01-0-2834111-2	99-002
139	MOULDIS NIKOLAOS & CO E.E.	EOLOS COURIER SERVICE	1 KERAMEON ST. & 2 LENORMAN ST.	104 36	ATHENS	01-0-5220039	99-126
140	MOUSTAKAS GEORGIOS	MOUSTAKAS TRANSFER	24 KNOSSOU ST.	176 75	KALLITHEA	01-0-9415820	01-202



No	BUSINESS NAME	DISTINCTIVE TITLE	ADDRESS	PC	CITY	TELEPHONE No.	Reg. No.
141	MOUTSOU PANAGIOTA	LESVOS EXPRESS	50 AEROPOROU GENNARELOU ST.	811 00	MITILINI	0251-0-46008 0251-0-45795	01-269
142	BELTSOS ANASTASIOS	EVIA EXPRESS COURIER	18 CHARALABOUS ST.	341 00	CHALKIDA	0221-0-76458 0221-0-26008	00-174
143	BRATSIAKOU CHARALABIA	BRATSIAKOU CHARALABIA	18 VAS. OLGAS ST.	241 00	KALAMATA	0721-0-96903	01-279
144	MORAITIS ATHANASSIOS	QUICK POST SERVICES	68 DIMITRAKOPOULOU ST.	176 72	KALLITHEA	01-0-9576840-1	99-082
145	MOREAS KANELLOPOULOS - TRANSPORTATIONS & & AGENCIES LTD	MOREAS	52 OTHONOS - AMALIAS ST.	262 21	PATRAS	061-0-274560 061-0-273523	99-107
146	NEOFOTISTOS XRISTOS	NEOFOTISTOS XRISTOS	8 PTOLEMEON ST.	661 00	DRAMA	0521-0-26766	01-29
147	NIKOLOPOULOU KOUTSOPOULOU CHARALABIA	TECHIMETAFORES COURIER	7 ARCHIMIDOUS ST.	271 00	PIRGOS	0621-0-31240	01-249
148	NIKOS INGLESIS & CO.EE.	NIKOS INGLESIS & CO.EE.	1B NAVMACHIAS ELLIS ST.	264 41	PATRAS	061-0-422102 061-0-432560	01-262
149	NTOULIAS ZACHARIAS	TACHIERGOS COURIER	20 ATH. DIAKOU ST.	157 72	ZOGRAFOU	01-0-7751952	99-063
150	NTROUBOGIANNIS ELEFTHERIOS	NTROUBOGIANNIS ELEFTHERIOS - KANGA SERVICES	90 STOA ATH. DIAKOU	851 00	RODOS	0241-0-37555	99-041
151	XIDIS NIKOLAOS	XIDIS NIKOLAOS	4 CHAINA AVE.	341 00	CHALKIDA	0221-0-87587	99-025
152	ORFANIDIS APOSTOLOS	GENESIS COURIER	26 KORITSAS ST.	173 42	ATHENS	01-0-9966661	99-033
153	ORFANOS DIMITRIOS	EURO POST COURIER SERVICES	51 MONASTIRIOU ST.	546 27	THESSALONIKI	031-0-547776	99-010
154	OFFICE SERVICE THESSALONIKI LTD	OFFICE SERVICE	91 FILIPPOU ST.	546 35	THESSALONIKI	031-0-245071	01-203
155	OFFICES SERVICE S.A.	OFFICES SERVICE S.A.	11 IOSIF ROGON ST.	117 43	ATHENS	01-0-9247017	00-155
156	PANOU ANDREAS	PANOY AIR SERVICE COURIER	2 ERMOU ST.	546 25	THESSALONIKI	031-0-546238	99-027
157	PANTELOPOULOU ANASTASIA	PCI (POST COURIER INTERNATIONAL)	3 AGLAVROU ST.	117 42	ATHENS	01-0-9240245	99-072
158	PAPADATOS PANAGIOTIS	PCS	25 PATREOS ST.	262 21	PATRAS	061-0-222992 061-0-221857	99-080
159	PAPADIMITRIOU EVAGELIA	QDS	6 KORAI ST.	152 33	CHALANDRI	01-0-6822800	00-178
160	PAPADOPOULOS D. & CO OE.	DOVE COURIER SERVICES	10 SANTAROZA ST.	546 27	THESSALONIKI	031-0-513911 - 2	99-113
161	PAPPA EVAGELIA	TACHIMETAFORES COURIER	21 IRINIS AVE.	481 00	PREVEZA	0682-0-29521	99-085
162	PARAPAREKIS SAVAS	DIAKINISSI EXPRESS COURIER	5 MILTIADOU ST.	152 32	CHALANDRI	01-0-6826408	00-173



No	BUSINESS NAME	DISTINCTIVE. TITLE	ADDRESS	PC	CITY	TELEPHONE No.	Reg. No.
163	PAFIS KIRIAKOS	PAFIS KIRIAKOS	10 IOANNINON ST.	691 00	KOMOTINI	0531-0-37424	01-194
164	PERIVOLARIS GEORGIOS	PERIVOLARIS GEORGIOS	28 ADIMANTOU ST.	201 00	KORINTHOS	0741-0-81855	01-218
165	P.MANEADIS – A. PLESSAS O.E.	ATHENS COURIER	41 ANDRITSENIS ST.	121 35	PERISTERI	01-0-5725538	01-210
166	POLATIDIS GAVRIIL	POLATIDIS GAVRIIL	2 KARAIKAKI ST.	585 00	SKIDRA	0381-0-82033	99-068
167	POMONI A. MAVRA	ATTICA EXPRESS	95-97 ACHILEOS ST.	176 75	KALLITHEA	01-0-9417340	99-011
168	POPORI MARIA	PLANET COURIER	28 KAFKASOU ST. & ARGOSTOLIYOU ST.	113 63	ATHENS	01-0-8226028	01-293
169	PRISMA SERVICE LTD	PRISMA SERVICE LTD	28 PINDAROU ST.	175 63	P.FALIRO	01-0-9850474 01-0-9852660	99-091
170	RANGOU MERITZANI	RANGOU COURIER	6 SEPTEMBRIOU 14 th ST.	581 00	GIANNITSA	0382-0-25859	00-156
171	RAZAFINTRAZAKA DIE - DONE	BLUE + CROSS	125-127 KIFISSIAS AVE.	115 24	ATHENS	01-0-6994700 01-0-6998100	00-190
172	RALLIS ANTONIOS	RALLIS ANTONIOS - RT EXPRESS, EUROSEND, POSTO EXPRESS	30 DIKASTIRION ST.	681 00	ALEXANDROUPOLI	0551-0-35566	99-009
173	RAPTIS ATHANASSIOS	RAPTIS ATHANASSIOS	294 KORINTHOU ST.	262 22	PATRAS	061-0-337733	99-081
174	RACHOULI EVGENIA	RACHOULI EVGENIA	13 PLATONOS ST.	383 33	VOLOS	0421-0-38612	99-147
175	RENTAS KONSTANTINOS	RENTAS KONSTA- NTINOS RT KANGA	18 NIOVIS ST.	212 00	ARGOS	0751-0-20751 0751-0-22405	99-038
176	RIGANAS ALEXANDROS	RIGANAS ALEXANDROS	60 PALEOKASTRITSA NATIONAL ROAD	491 00	CORFU	0661-0-47463	99-035
177	S.XENODOCHIDIS & CO LTD	SALONICA MACEDONIA SERVICES	26 KOLETTI ST.	546 27	THESSALONIKI	031-0-550871-4	01-242
178	SARIDAKIS CHRISTOS	SARIDAKIS CHRISTOS	24 P.KELAIDI ST.	731 36	CHANIA	0821-0-90089	99-028
179	SACHINIDOU SOFIA	CITYLINK COURIER	41 STR. GENNADIOU ST.	542 49	THESSALONIKI	031-0-320152	99-070
180	SECURITY COURIERS LTD	RADMAIL SECURITY COURIERS LTD	30 FARANTATON ST.	115 27	AMPELOKIPI	01-0-7714965 01-0-7715208	99-131
181	SERAFIMIDIS GEORGIOS	CRETA POST	17 SMIRILIOU ST.	713 03	HERAKLION	081-0-317570	99-075
182	SKARAKI SOUZANA - BEKRI NIKOLIA O.E.	TEAM COURIER SERVICE	27 METEORON ST.	116 31	AG.ARTEMIOS	01-0-7564633	99-129
183	SKOURTIS GEORGIOS	INTEREXPRESS	7 ANTONOPOULOU ST.	382 21	VOLOS	0421-0-27204	99-015
184	SOLIDAKIS MICHAIL	EXPRESS POST HELLAS	62 SOLOMOU ST.	104 32	ATHENS	01-0-5235152	00-159
185	SOURLAS EVAGELOS	UNION MAIL	4G SOLONOS ST.	383 33	VOLOS	0421-0-33785 0421-0-24370	99-006
186	SPEEDEX COURIER S.A.	SPEEDEX	578A VOULIAGMENIS AVE.	164 52	ARGIROUPOLI	01-0-9943400	99-121
187	SPIRIDAKIS IOANNIS	SPIRIDAKIS IOANNIS	2 LACHANA ST. & MITSOTAKI ST.	712 02	HERAKLIO CRETA	081-0-283285 081-0-342160	00-169



No	BUSINESS NAME	DISTINCTIVE TITLE	ADDRESS	PC	CITY	TELEPHONE No.	Reg. No
188	SPIROUPOLOS I. & CO E.E.	(PCI) POST COURIER INTERNATIONAL	16 RIGA FEREOU ST.	262 23	PATRAS	061-0-241 100 061-0-623072	01-226
189	STATHI POLIXENI	STATHI POLIXENI	75 KASSANDROU ST.	601 00	KATERINI	0351 0-78200 -30000	99-153
190	STATHOPOULOU D. & CO O.E.	ICC	19-21 MILON ST.	104 44	ATHENS	01-0-5153896	99-119
191	STANTZOS DIMITRIOS	STANTZOS DIMITRIOS	34 KARAGIANNOPOULOU ST.	321 00	LIVADIA	0261-0-87580 0261-0-87950	01-299
192	STAVRAKIS ANTONIOS	STAVRAKIS ANTONIS - EUROSEND COURIER	227-229 AL IPSILANTOU ST.	262 22	PATRAS	061-0-338123	99-050
193	ELTA COURIER S.A.	ELTA COURIER S.A.	40 D. GOUNARI ST.	153 43	AG. PARASKEVI	01-0-6073000	01-200
194	PA.KO COURIER LTD	PA.KO COURIER LTD	3 ATHAN. DIAKOU ST.	567 27	NEAPOLI THESSALONIKIS	031-0-535998 031-0-535970	99-154
195	SERVANT COURIER LTD	SERVANT	1 ITILOU ST.	115 23	ATHENS	01-0-9241800	99-100
196	TECHNICAL CLEANING FLASH S.A.	TECHNICAL CLEANING FLASH S.A.	225 MONASTHRIOU ST.	546 28	THESSALONIKI	031-0-555061 - 2	99-087
197	TOBOULLI LIGERI	GRAND EXPRESS COURIER	20 GIANNAKOPOULOU ST.	561 23	THESSALONIKI	031-0-749495 031-0-730101	00-184
198	TROPIOS ATHANASSIOS & CO E.E.	RUN MAIL	73 MANTINIAS ST.	542 48	THESSALONIKI	031-0-329790	01-270
199	TSANGOPOULOS SOTIRIOS	CASTOR EXPRESS COURIER	70 ATH. DIAKOU ST.	521 00	KASTORIA	0467-0-83083	99-039
200	TSAKARDANOS G. - MARTINIS N. O.E.	SMART MAIL	60 AG. PARASKEVIS ST.	135 62	AG. ANARGIRI	01-0-2621079 01-0-2621037	00-183
201	TSABAS N. GEORGIOS	KINISSI EXPRESS	6 IPSILANTOU ST.	163 41	ILIOUPOLI	01-0-9964084	99-146
202	TSARBOU EKATERINI	PACIFIC COURIER	21 ARISTODIMOU ST.	106 76	ATHENS	01-0-7295136-7	99-026
203	TSINTERI MARIA O.E.	REM TSINTERI O.E. N.S.C - NORTH SUBURB COURIER	26 KONSTANTINOPOLEOS ST.	145 72	AGIOS STEFANOS	01-0-8141720	99-124
204	TSITOTAS G. & CO O.E.	UNION MAIL	22 AERODROMIOU ST.	412 21	LARISSA	041-0-283565 041-0-285490 041-0-289233	99-096
205	TSIORIS SPIRIDON	ATHENS COURIER	21 MEINTANI ST.	117 41	ATHENS	01-0-9243240	01-272
206	TSOULOULIS AN. IOANNIS	TSOULOULIS AN. IOANNIS	4 K. PIITI ST.	650 01	KAWALA	051-0-232623	99-051
207	FARMAKIS GRIGORIOS	FARMAKIS GRIGORIOS - EUROSEND LTD	1 ZIGOMALLI ST.	453 32	IOANNINA	0651-0-22611	99-040
208	FOROTZIDOU IOANNA	COMBUS COURIER	25 AG. DIMITRIOU ST.	562 24	EVOSMOS THESSALONIKIS	031-0-795240 031-0-704702	99-061



No	BUSINESS NAME	DISTINCTIVE TITLE	ADDRESS	PC	CITY	TELEPHONE No.	Reg. No.
209	FRANTZOLIS I. DIMITRIOS	SAME DAY COURIER	4 MIAOULI ST.	193 00	ASPROPIRGOS	01-0-5578782	01-260
210	FTEROTI IRIS UNITED COURIER NETWORKS LTD	FTEROTI IRIS	53 MARATHONO-MACHON ST.	104 41	ATHENS	01-0-5127117 01-0-5127757	00-185
211	FEROTOS ERMIS S.A. POSTAL & TRANSPORTATION SERVICES	FEROTOS ERMIS S.A.	15-17 THISSEOS ST.	105 62	ATHENS	01-0-3729020	99-143
212	FOKOS D. - LEONARDOU A. S.A.	FOKOS D. - LEONARDOU A. S.A.	2 GREVENON ST.	118 55	VOTANIKOS	01-0-3461920	99-086
213	CH. VARDAKAS - A. KAVADIAS O.E.	GALAXY WORLDWIDE	3 ALKIONIAS ST.	116 31	ATHENS	01-0-7520014-6	99-109
214	CHALKIADAKIS IOANNIS	CHALKIADAKIS IOANNIS	13 ARKOLEONTOS ST.	712 02	HERAKLIO CRETA	081-0-341870	00-175
215	CHASSIOTIWEL & CO.E.E.	CHASSIOTIWEL & CO.E.E.	33 P.P.GERMANOU ST.	546 22	THESSALONIKI	031-0-242385	99-128
216	CHATZIGEORGIOU NIKOLAOS	CHATZIGEORGIOU NIKOLAOS	87 KANADA ST.	851 00	RODOS	0241-0-30917	01-217
217	CHELMIS GAVRIIL	CHELMIS GAVRIIL	62 ANNIS MARIAS ST.	851 00	RODOS	0241-0-75175 0241-0-34135	99-054
218	CHINOS DIMITRIOS	COURIER TOP SPEED	30 KONSTANTI-NOUPOLEOS ST.	136 71	ACHARNES	01-0-2685714	99-024
219	CHRONAKOS ANASTASIOS	FLIGHT EXPRESS	228 SOKRATOUS ST.	176 74	KALLITHEA	01-0-9411624 01-0-9411672 01-0-9411674	99-008
220	CHRONOPOULOU ASSIMINA & CO.E.E.	ORDER TAKER	25 MARMARA ST.	114 76	ATHENS	01-0-6452500-6	99-137
221	CHRISSAFOPOULOS DIMITRIOS	CHRISSAFOPOULOS DIMITRIOS	57 LEONIDOU ST.	351 00	LAMIA	0231-0-46416	01-199
222	CHRISOULI G. ALEXANDRA	CHRISOULI G. ALEXANDRA	7 KOUNTOURIOTI ST.	652 01	KAVALA	051-0-232051 051-0-620671	01-281
223	PSARAKIS NIKOLAOS	PSARAKIS NIKOLAOS	8 TZANAKAKI ST.	731 34	CHANIA	0821-0-56532 0821-0-42860	99-049
224	PSARRAS SPIRIDON	PSARRAS SPIRIDON	32 EVANGELLOU NAPOLEONTOA ST.	491 00	CORFU	0661-0-45755	00-182



Appendix VI: Numbers Allocated under the National Numbering Plan

A. Numbers under the old system included in the new National Numbering Plan

Categories of numbers included - operators whose numbers were included	Total numbers included
Geographical Numbers OTE S.A.	21,450,000
Mobile and personal communications numbers COSMOTE, OTE S.A.*, PANAFON, STET HELLAS	31,000,000
Freephone numbers OTE S.A.	100,000
Shared cost numbers OTE S.A.	100,000
Numbers for accessing data networks OTE S.A.	1,000,000
Premium rate numbers for use by the general public OTE S.A.	300,000

*Refers to paging numbers

B. Numbering resources – Allocation to and reservation for telecommunications operators

Categories of numbers allocated/reserved - operators to which numbers were allocated	Total numbers allocated during 2001	Total Numbers reserved during 2001
Geographical Numbers FORTHnet, GRAPES HELLAS, INTRACONNECT, LANNET, OTE S.A., QUEST WIRELESS	1,408,000	457,000
Mobile and personal communications numbers INFOQUEST S.A.	10,000	10,000
Freephone numbers OTE S.A., QUEST WIRELESS, STET HELLAS	120,000	
Shared cost numbers OTE S.A., QUEST WIRELESS	110,000	
Personal numbers OTE S.A., QUEST WIRELESS	110,000	
VPN numbers and corporate numbers OTE S.A., QUEST WIRELESS	110,000	
Numbers for accessing data networks QUEST WIRELESS	10,000	
Premium rate numbers for use by the general public COSMOTE, OTE S.A., STET HELLAS	120,000	
Premium rate numbers for services addressed only to adults		100,000
Numbers for virtual calling cards ECONOPHONE, LANNET, OTE S.A., STET HELLAS	9	11
3-digit Short Codes OTE S.A.	1	
4-digit Short Codes COSMOTE, OTE S.A., PANAFON, STET HELLAS	9	



C. Carrier Selection Codes

Carrier Selection Codes	Telecommunications Operator
16222	ECONOPHONE HELLAS S.A.
16234	INTRACONNECT S.A.
16333	TELEPASSPORT HELLAS S.A.
1750	VIVODI TELECOMMUNICATIONS S.A.
1751	ALGONET S.A.
1755	TELEDOME S.A.
1756	ECONOPHONE HELLAS S.A.
1757	COSMOLINE
1765	QUEST WIRELESS S.A.
1766	GREEK TELECOM
1767	STARCOM HELLAS S.A.
1769	IDEAL TELECOM
1780	LANNET S.A.
1787	TELEPASSPORT HELLAS S.A.
1788	GRAPES HELLAS S.A.
1789	FORTHnet S.A.



Appendix VII: Site Map of the new EETT website

EETT – ORGANISATION	
	What is EETT
	Structure
	Responsibilities
TELECOMMUNICATIONS MARKET	
	Licensing
	Numbering
	Wireless Communications
	Local Loop Unbundling (LLU)
	Regulatory texts
	Interconnections
	Electronic Signatures
	UMTS – Third Generation (3G) Mobile Telephony
	Universal Service
	Charges
POSTAL SERVICES	
	Registers of postal operators
	EETT Decisions regarding the sector of postal services provision
	Greek legislation – Regulatory texts
	European Legislation – Regulatory texts
	Postal market study-survey
	EETT Announcements
SEARCH	
	Search
NEWS – ANOUNCEMENTS	
	News – Announcements
LINKS	
	Links
CONTACT EETT	
	Contact EETT
PUBLICITY	
	Press Releases
	Information Days – Events
	EETT Annual Reports
	EETT and CSF III
JOBS	
	Jobs
ENGLISH VERSION	
	English version



Appendix VIII: List of Abbreviations

AGLI	Licensing Committee (LICCOM)	ISP	Internet Service Provider
CEPT	European Conference of Postal and Telecommunications Administrations	ITU-R	International Telecommunication Union - Radiocommunications
CPG	Conference Preparation Group	KYA	Joint Ministerial Decision
CSF III	Third Community Support Framework	LLU	Local Loop Unbundling
DCS	Digital Command Signal	LRAIC-CC	Long-Run Average Incremental Costs using Current Cost Accounting costing standard
DSL	Digital Subscriber Line	MVNO	Mobile Virtual Network Operator
ADSL	Asymmetric Digital Subscriber Line	NARA	National Administrations and Regulatory Authorities
ECC	Electronic Communications Committee	NNP	National Numbering Plan
ECTRA	European Committee for Regulatory Telecommunications Affairs	OCS	Operational Costing System
EEAE	Hellenic Atomic Energy Commission	OECD	Organisation for Economic Cooperation and Development
EETT	National Telecommunications and Post Commission	ONP	Open Network Provision
ERC	European Radiocommunications Committee	OPIS	Operational Programme for the Information Society
ELTA	Hellenic Post	OTE S.A.	Greek Telecommunications Organisation
EPAK	Unified Panhellenic Call Number	PEAK	Unified Regional Panhellenic Call Number
EU	European Union	PPC	PPC Telecommunications S.A.
FDC-HC	Fully Distributed Costs using Historical Costs	PSTN	Public Switched Telephone Network
FEK	Official Government Gazette of the Hellenic Republic	RIO	Reference Interconnection Offer
FM	Frequency Management	RR	Radio Regulations
FWA	Fixed Wireless Access	RUO	Reference Unbundling Offer
GDP	Gross National Product	SE	Spectrum Engineering
GSM	Global System for Mobile Communications	SMS	Short Message Service
IMF	International Monetary Fund	TCAM	Telecommunication Conformity Assessment and Market Surveillance Committee
IP	Internet Protocol	TETRA	TERrestrial TRunked RAdio
IPC	International Post Corporation	UMTS	Universal Mobile Telecommunications System
IP-ITE	Foundation for Research & Technology – Information Technology Institute	VSAT	Very Small Aperture Terminals
IRG	Independent Regulators Group	WAP	Wireless Application Protocol
ISDN	Integrated Services Digital Network	YA	Ministerial Decision
		YME	Ministry of Transport and Communications

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Notes



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