

2015

annual report

SUMMARY



EETT

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

Annual Report 2015

Summary of EETT's actions

In 2015 and given the adverse –basically in economic terms– environment in Greece, EETT continued to fulfill its responsibilities regarding the regulation and supervision of the telecommunications and postal markets, safeguarding competition and protecting the consumer's interests. The Authority's most important initiatives for 2015 are summarized as follows.

As regards consumers, the key initiatives were as follows:

- *Improvement of the Consumer Service Sector's function:* In 2015, EETT's Consumer Service Sector handled 7,301 written requests/complaints, out of which 96.41% concerned fixed and mobile telephony and Internet services, 2.03% radio spectrum issues and 1.56% postal services. It is worth mentioning that part of the requests/complaints concerning radio spectrum and postal services issues were handled by the respective Directorates of EETT due to the specialized nature of the cases.
- *Systematic and continuous update of the public regarding issues of electronic communications and postal services use:* EETT issued recommendations and notices for service deliv-

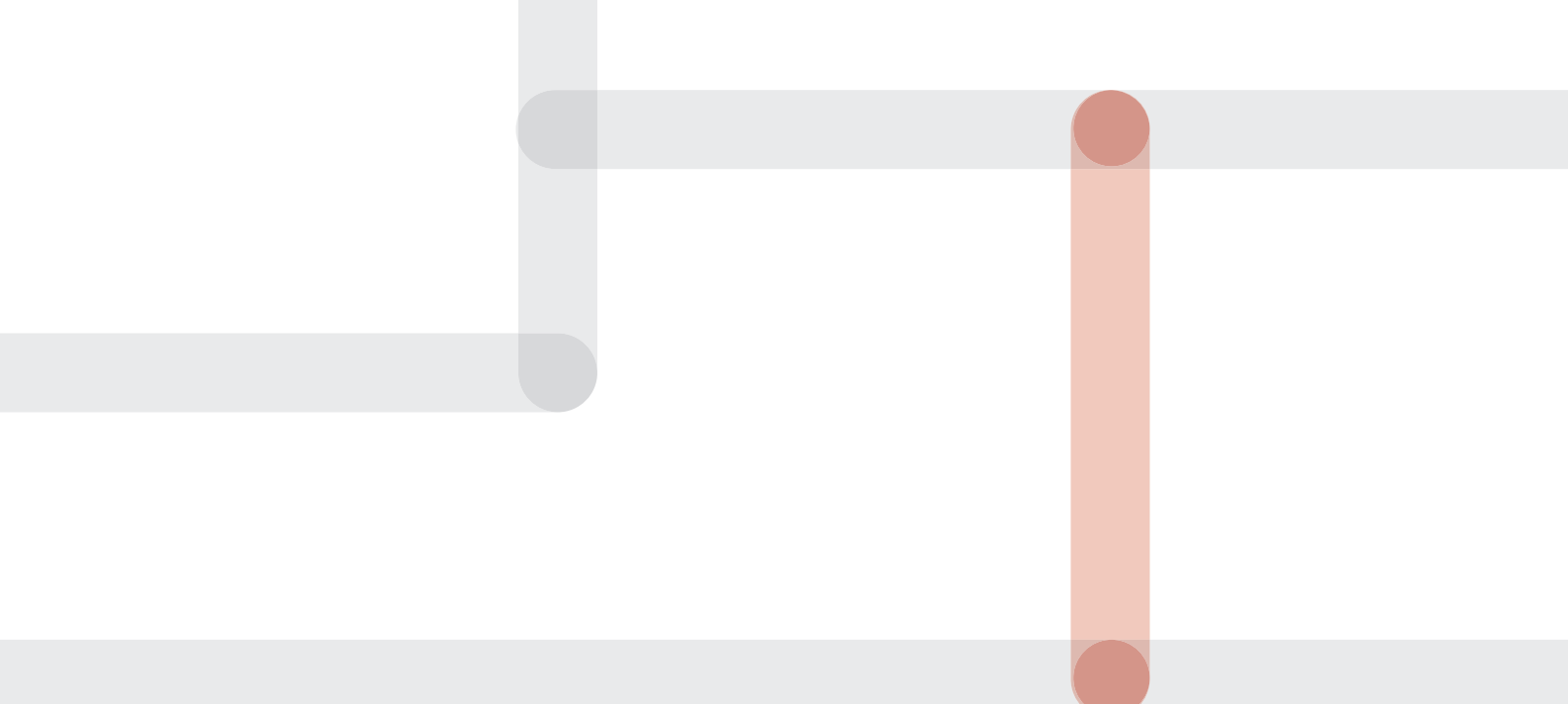
erance and billing issues in telephony and Internet as well as recommendations for the responsible use of the Multimedia Information Services. A Consumer Guide for telephony and Internet issues was also conducted and published in March 2016.

In the telecommunications sector, the key initiatives were as follows:

- *Analysis of wholesale and retail access markets:* EETT held a public consultation on the definition and analysis of retail access markets to the public telephony network at a fixed location (market 1 of Recommendation 2007) and wholesale local and central access (markets 3a and 3b of Recommendation 2014), concluding that markets 3a and 3b are not competitive and designating OTE as a Significant Market Power (SMP) provider along with imposing the respective regulatory obligations. In parallel, EETT found that an effective regulation of these wholesale markets ensures competition in the retail access market in the public telephone network at a fixed location and therefore proposed the removal of regulatory obligations in this market. In this framework, the introduction of VDSL vectoring technology in the access network via fiber to the

cabinet (FTTC) was also considered. Due to the complexity of this issue and pursuant to the ensuing public consultation, EETT organized and coordinated an informal working group in which all market operators participated, aiming at finalizing the proposal for the introduction of VDSL vectoring technology, having incorporated/considered the views of the market.

- *Promotion of the development of Next Generation Access Networks:* EETT amended some provisions of OTE's reference offers for the Wholesale Broadband Access (WBA) and the full and shared Local Loop Unbundling (LLU). Also, EETT, the alternative providers and OTE created a joint team in order to determine fixed broadband measurements for resolving the problems of low synchronization and frequent disconnections. At the same time, the Authority approved the new wholesale product of virtual partial unbundled loop (VPU light) under transitional provisions as well as the new speed limits for VPU and VPU light. EETT also processed the remarks that were submitted during the respective public consultation, in order to improve the text of the technical and commercial description of the EMA light wholesale service, thus



ensuring its effective marketing. Finally, EETT examined OTE's interconnection reference regarding the IP interconnection technology, which pertains both to the technical solution and the system architecture on every network (OTE's and the providers') as well as the transition scheduling of/timetable for all networks to the IP interconnection technology. In this context, EETT organized and coordinated meetings with alternative providers and OTE in order to end up with a mutually acceptable solution to be adopted and implemented.

- **Broadband promotion:** EETT issued a new collocation Regulation, aiming at facilitating investment in high speed networks and avoiding duplication. The Authority also approved the reference offers of OTE Rural North and OTE Rural South for the development of broadband infrastructure in rural «white» areas of Greece, maintaining, however, some reservations regarding billing and pricing issues.
- **Development of the Price Observatory for Telecommunications Services:** EETT proceeded with the trial/pilot period/phase of the two basic subsystems of the Price Observatory (electronic observatory and electronic repository of standardized

pricing data) and their management system. At the same time, EETT, having conducted a relevant consultation, completed the framework for the comparative benchmarking of the alternative retail electronic communications options, which is based on the design and implementation of a specialized evaluation and pricing algorithm customized by the user.

- **Electronic communications quality indicators:** EETT, in cooperation with the electronic communication providers, improved and updated the reporting process for the quality indicators through the use of new formats-driven that automatically supply data to EETT's new information system.
- **Issues of Universal Service (US):** EETT drafted and submitted to the Greek Ministry of Infrastructure, Transport and Networks a plan of proposed measures and policies regarding the accessibility for people with disabilities. At the same time, the Authority launched a public consultation concerning the affordable pricing of the US, taking into account the current economic conditions and international practices as well as the submitted respective comments.
- **International Roaming Services:** Pursuant to the new Regulation 2120/2015

of the European Union (EU), all roaming charges, after a transition period of approximately one year, during which they must not exceed certain levels, will be eliminated as of June 2017. EETT, as an active member of the respective sub-group of the Body of European Regulators for Electronic Communications (BEREC) contributed substantially to the drafting of the directives regarding the application of the new Regulation. At the same time, the Authority conducted meetings with the mobile operators, contributing to the proper and timely application of the new Regulation.

- **Providers' compliance auditing/control:** EETT concluded OTE's compliance auditing/control regarding its obligations for price control/cost auditing/accounting separation of regulated services, both at wholesale and retail markets. At the same time, as far as DIGEA is concerned, EETT identified the costs for the development and operation of the national and regional network in order to set the price caps that the company is obligated/required to comply with. The Authority also audited DIGEA's techno-economic model based on the detailed costs of the last couple of years in order to update it with actual data.

- *Market and competition monitoring:* EETT redesigned the process of data collection in order to monitor the Greek electronic communications market in a more efficient way, reduce administrative costs for providers and offer more frequent and reliable market information to all interested parts.
- *Audits and hearings:* EETT inspected (a) providers' facilities checking their compliance with the Number Portability Regulation, (b) local shops of fixed, mobile and Internet service providers checking their compliance with the General Authorisations Regulation and the Code of Practice, (c) OTE's local exchanges for matters pertaining to local loop delivery and fault management, (d) domain name registrars checking their compliance with the Regulation on management and assignment of [.gr] domain names. During 2015, EETT also held 52 hearings for electronic communications issues and as a result, five penalties, two recommendations and 27 other sanctions/decisions were imposed, while 18 exemptions occurred.

In the radio frequencies sector, EETT key initiatives were as follows:

- *A public consultation was conducted as part of the tender process for 26GHz frequency band* concerning the development of broadband fixed wireless access networks, given that the granted rights expired in December 2015 and January 2016. The results of the public consultation have been notified to the Ministry of Infrastructure, Transport and Networks.
- *A public consultation was conducted as part of the tender process for 1800MHz frequency band* for mobile broadband, as these rights owned by mobile operators are also about to expire by August 2016. The results of the public consultation have been notified to the Ministry of Infrastructure, Transport and Networks.
- *A public consultation was conducted concerning the issuance of a Regulation on article 85 of L.4313/17-12-2014* «Regulations regarding transport, telecommunications and public works issues and other provisions» (GG261/A/2014). The results of the public consultation have been notified to the Ministry of Infrastructure, Transport and Networks.
- *Extensions of the Electronic System for the Antenna Construction Applications (SILYA):* SILYA, which is operating since the end of 2012, is a valuable eGovernment tool and a precondition for the implementation of one-stop shop for antenna constructions licensing. During 2015, the new additions to the system involved the possibility for submission of (a) antenna systems declarations of radio stations, (b) declarations for the installation of antenna construction of low electromagnetic environmental impact and (c) license revocation requests and antenna construction installation declarations.
- *Antenna construction licensing:* A total of 1,336 decisions for antenna construction licenses and certificates of complete applications were issued and 776 declarations for antenna systems modification were submitted, while as regards the implementation of the declarations for the construction of radio station antennas, 775 users were enrolled and around 1,500 statements were submitted relating to primary and secondary sites.
- *Portal for antenna constructions licenses («keraies.eett.gr»):* In 2015, EETT developed the «keraies.eett.gr» portal, with information about the licensing status of each antenna construction, enhancing transparency in the licensing process, offering new eGovernment services to the Greek public administration and protecting the customers' interests.
- *Development of the System for the measurement and presentation of electronic communications quality indicators:* This system is based on a Geographic Information System (GIS) and allows the publication on EETT's website of measurements regarding qualitative characteristics of the mobile service, such as coverage or the «actual» speed in geographical regions and locations across the country. The project was funded by the NSRF and was completed in 2015. The first results of the measurements are expected to be published in 2016.
- *Granting of rights to use for fixed, mobile and satellite radio frequency services:* EETT granted, modified or revoked 1,317 rights of use for fixed service, 143 for mobile service and 20 for satellite services concerning news.
- *Supervision and monitoring of radio spectrum:* EETT audited 1,422 cases concerning interferences, illegal broadcasting and illegal stations and antenna constructions and proceeded to the rightful measures in each case.
- *Hearings on radio spectrum issues:* EETT held 248 hearings and as a result 153 fines were imposed, 76 recommendations were addressed, while 17 cases were waived.
- *Monitoring of the digital broadcasting network development and the suspension of analog television broadcasting:* The monitoring of the process began in 2014 aiming at auditing development of the network in accordance with the rights of use granted to the digital TV network provider. For this purpose, measurements were carried out in over 3,700 locations throughout the country corresponding to 97.05% of the population.

- *Supervision and control of Radio and Telecommunications Terminal Equipment:* In 2014, EETT conducted tests of radio samples and audits of import companies/distributors, to protect users and legitimate networks from harmful interferences. At the same time, the Authority actively participated in international initiatives such as the European campaign for the control of drones that are widely circulating in the European market.

In the sector of postal services, the key initiatives were as follows:

- *Issue of decision on the mandatory electronic submission of the fee payment declaration and the required documents for 2014:* The regulation provides for the mandatory use of EETT's web application by postal operators under General License, as the only means for declaring the annual fees for the year 2014 and attaching the required supporting information/documents as specified in the Regulation on General Authorizations.
- *Issue of decision on the approval of the framework for the comparative evaluation of the offered postal services for the subsystem of the Observatory that is under construction:* The decision describes the algorithm to be used for the comparative assessment of the services, the way that the user fills in the respective search criteria and the way the results of the comparison are presented.
- *Development and operation of a monitoring system for the prices of retail postal services in the Greek market:* EETT developed the two parts of the system, namely the electronic Repository and the electronic Observatory. Also, after a respective consultation, the framework for the comparative evaluation of the postal services for the electronic Observatory was approved and trainings of the postal providers took place. The price Observatory will be available to the public in 2016.
- *Approval of installation of outdoor mailbox clusters:* EETT approved the installation of outdoor mailbox clusters for mail distribution in areas where street numbering is deficient or streets are not uniquely named.
- *Evaluation and approval of the new cost accounting system of ELTA:* In cooperation with the project contractor, EETT began evaluating ELTA's new updated cost accounting system, which significantly affects the provision of the Universal Service, especially due to the introduction of the geographically based costing and pricing.
- *Quality measurements for Universal Service:* EETT conducted measurement of the quality of the US, in complete compliance to the European quality standard EN 13850 for the measurement of the delivery time of domestic first priority mail.
- *Study on electronic commerce:* EETT conducted a study on e-commerce parcel delivery services in Greece, during which EETT ran an online survey for the satisfaction of online shops from delivery services, in cooperation with GRECA (Greek e-Commerce Association).
- *Annual study on postal market:* In the 2014 annual study prepared and published by EETT, detailed financial figures of the Greek postal market were presented as well as developments at European and international level. Starting from 2015, the respective statistics are also published on the EU Postal Statistics website.
- *Audits and hearings:* EETT conducted 14 onsite and many remote audits to postal operators under General and Individual License in order to examine their compliance with the current regulatory framework and to ensure the protection of the users and the improvement of the services provided.
- *International co-operations:* EETT participated in working groups, conferences and committees of European and international bodies relating to postal services.



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