



EETT

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

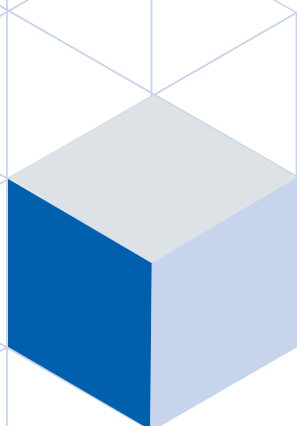


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ANNUAL REPORT 2016

SUMMARY



Summary of EETT's actions

During 2016, EETT, in carrying out its regulatory and supervisory responsibilities, undertook a range of initiatives and interventions. The most important of these are summarized in this chapter.

As regards consumers, EETT proceeded to:

- *Intensifying the Consumer Service Sector's operation:* In 2016, the Consumer Service Sector handled 7,629 requests / complaints in total and about 80 telephone queries / requests per day.
- *Systematically and continuously updating the public on the use of electronic communications services and postal services:* EETT issued the "Consumer Guide for Telephony and Internet issues", which was "downloaded" by 33,487 users during the year, as well as informative announcements and recommendations.

In the telecommunications sector, EETT's main actions were the following:

- *Public Consultation regarding the General Authorizations Regulation:* The aim is to issue the new Regulation by mid-2017.
- *Market analysis on the basis of the European regulatory framework:* The analysis pertains to retail access markets to the public telephony network at a fixed location, wholesale local access at a fixed location, wholesale central access at a fixed location for products of mass consumption and termination on mobile networks.
- *Regulation regarding the procedure of introducing VDSL vectoring technology into the access network:* According to EETT's regulation, the introduction of the vectoring technology in OTE outdoor cabinets and outdoor cable distributors can be implemented by any telecommunication provider according to the awarding procedures listed detailed in the relevant decision.
- *Update of Access Network Frequency Plan:* The aim is to enhance the preconditions that can feasibly ensure the coexistence of different technologies in the access network, so as the quality of connections is not downgraded, due to spectrum interferences.

- *Approval of the OTE IP Interconnection Offer:* The Offer includes all the necessary information regarding the interconnection of OTE to telecommunications providers of electronic communications networks.
- *Amendment of RUO - Broadband measurement working group:* During 2016, an informal working group was formed among EETT, OTE and telecommunications providers, in order to define local loop's broadband measurements and solve low synchronization problems and frequent disconnections.
- *Issue of EMA Light Decision - RUO Amendment:* In December 2016 EETT decided the integration of the analytical procedures and technical specifications of the new VPU Light wholesale product in Annex 24 of the LLU Reference Offer.
- *Designation of the Universal Service Provider (USP):* FORTHNET SA, being the lowest bidder, was designated as the USP regarding the Universal Service element "provision of access at a fixed location and provision of telephony services", whereas OTE SA was designated as the USP for the US elements "telephone directory services and subscribers' directory" and "public payphones and other access points to public telephony".
- *Audit of OTE's bundled services/economy programs:* In 2016, EETT audited a total of 113 OTE economy programs and issued the relevant decisions. Furthermore, EETT continued to support the telecommunications operators by providing them with the "Preliminary Test Module" of economy programs (PTM, mini model). It should be mentioned that in 2016, the mini model was used in 1,365 audits by almost all of market operators.
- *Cost accounting audits:* In September 2016, the decision on OTE's cost accounting audit was issued, while in June 2016 EETT, taking into account the data of DIGEA's techno-economic model audit, decided to update the cost of developing and operating a national and regional network, which subsequently defines the upper price ceilings.
- *Issue of a decision on accounting separation:* EETT has issued a decision on the fixed telephony accounting separation statements for 2015 and a Regulation with the analytical methodology to be followed by mobile network providers in implementing the accounting separation obligation.
- *Price observatory for telecommunications and postal services:* In September 2016, EETT launched publicly the Price Observatory for telecommunications and postal services, under the name «Pricescope».
- *Implementation of the Regulation 2120/2015 "Connected Continent Package":* EETT has been actively involved in the national implementation of this Regulation, which includes the implementation of new roaming rules in mobile telephony (Roam Like at Home) and the framework for net neutrality in three axes: (a) Active communication with the supervised market for implementation issues, (b) Active participation in BEREC drafting groups for both issues, and (c) Preparation of a national framework for net neutrality issues.
- *Assignment of [.gr] domain names:* EETT assigned 163 names by two (2) characters by the end of 2016.
- *National Numbering Plan:* On 31-03-2016, the rights of use regarding numbering resources, whose fees were unpaid until the above deadline, expired. Consequently, EETT revoked the numbering resources assignment decisions for the companies that did not pay the relevant fees and consequently didn't renew the validity for the rights of use of their numbers.
- *Electronic identification framework and electronic signatures:* On 01-07-2016, the EU Regulation 910/2014 (eIDAS Regulation), which establishes the rules for trust services and a single European legal framework for electronic signatures, electronic stamps, electronic time stamps, electronic documents, electronic delivery services and certificate services for website authentication, came into force.

- *Redesign of the market data collection process from the providers of electronic communications networks and services:* In December 2016, EETT completed the redesign of the standard data collection process from the electronic communications providers by issuing the relevant Regulation.
- *Reference Offer of "Rural Connect Broadband Networks SPV":* In June 2016, EETT approved the Reference Offer of "Rural Connect Broadband Networks SPV" subject to the paragraphs referring to issues of pricing policy that will be later examined, as part of the EETT cost approval process.
- *Audits and hearings:* EETT investigated the implementation of the relative framework on issues for example pertaining to the Number Portability Regulation, the General Authorizations Regulation and the Code of Practice, checked the compliance level for the Multimedia Information Services and inspected the fixed telephony and Internet infrastructures.

In the radiofrequency spectrum sector, EETT continued to exercise its responsibilities with regard to spectrum licensing and monitoring, licensing of antenna constructions and market surveillance of radio equipment. In addition to its standing responsibilities, EETT proceeded to the following actions:

- *Extension of radiofrequencies rights of use in the 1800MHz band:* These rights expired in August 2016 and an extension was granted until February 2018 in order to complete the licensing procedure by 2017.
- *New public consultation conducted as part of the tender process for 26GHz frequency band concerning the development of broadband fixed wireless access networks.* The granted rights expired at the end of 2015 and early 2016.
- *Public consultation regarding the granting of rights of use for radiofrequencies in the 1452-1492 MHz band:* These rights concern terrestrial systems which can provide electronic communications services in the European Union.
- *Public consultation on the use of the 1980-2010MHz / 2170-2200MHz band for the provision of mobile satellite services to aircrafts:* The purpose was to present the additional terms of radiofrequencies use as well as the spectrum usage fees to be paid for Complimentary Ground Components (CGC), which will provide services to aircrafts, under the rights of radiofrequencies use that have been allocated to that area for the provision of mobile satellite services.
- *Public consultation on the use of the 1785-1800MHz band from wireless audio equipment:* The consultation also concerned the establishment of a new regulatory framework for the transfer of a radio program to a different frequency band than the above.
- *Assistance to the General Secretariat for Telecommunications and Posts regarding the incorporation of the new European RED Directive into Greek law:* This new Directive of 2014 refers to the harmonization of member states' legislations on the availability of radio equipment in the market and introduces differentiations in the current Directive 99/5 which has been harmonized in Greek law with the Presidential Decree 44/2002.
- *Extensions of the Electronic System for the Antenna Construction Applications (SILYA):* SILYA, which has been operating since the end of 2012, is a valuable e Government tool and a precondition for the implementation of the one-stop shop procedure that improves the antenna constructions licensing process.
- *Extension of the portal for antenna construction licenses "keraies.eett.gr":* In 2016 and as a result of the cooperation between GAEC and EETT, the portal "keraies.eett.gr" has been interconnected with the GAEC website, where radiation measurements are presented for antenna constructions that have been measured, making it easier for the citizen to find information on both licensing and electromagnetic radiation issues.

In the postal services sector, EETT's activity for 2016 can be summarized as follows:

- *Approval of the new cost accounting system of ELTA:* EETT completed the evaluation of the cost accounting system of ELTA and approved it by the end of 2016, inviting at the same time ELTA to comply with a series of recommendations detailed in the decision.
- *Quality measurements for Universal Service (US):* EETT conducted a quality measurement of the US, in compliance with the EN 13850 quality standard of the European Commission. The results of the measurements showed that the delivery percentage within one working day (D+1) was slightly lower than the percentage set by the relevant Ministerial Decision (MD 72142/1663/2014, GG Issue 3423/B/19-12-2014) while the delivery percentage within three days (D+3) was within the expected obligations of the Universal Service Provider (USP).
- *Launch of the Price Observatory for Telecommunications and Postal Services (Pricescope):* Following a presentation at the beginning of the year for Pricescope, the system was put into operation and is now available to citizens for searching and comparing courier services.
- *Issue of a decision on the mandatory electronic submission of the fee payment declaration and the required documents:* The decision provides for the mandatory use of EETT's web application as a means of declaring the 2015 fees, and of attaching the necessary supporting data/documents, as specified in the Regulation on General Licenses, by postal companies under General License.
- *Assistance to the Ministry of Digital Policy, Telecommunications and Information, as well as to the Ministry of Economy, Development and Tourism* regarding the Draft Law of the European Parliament and Council on cross-border parcel delivery services, exploring issues of the postal and transport market and drafting texts for bilateral trade agreements between the EU and third countries.
- *Data collection from postal operators:* EETT collected from the registered postal operators quantitative and qualitative data on their postal activity and prepared the annual study for 2015.
- *Audits and hearings:* EETT conducted 33 onsite and 41 remote audits to postal operators under General and Individual License in order to examine their compliance with the existing legislation and to ensure users' protection as well as the improvement of the service delivered.
- *Promotion of international co-operations:* EETT participated in working groups as well as in committees of European and international bodies relating to postal services (ERGP, UPU, European Commission). Additionally, a meeting was held at EETT's premises with the head of the Chinese State Post Bureau and members of his staff.

