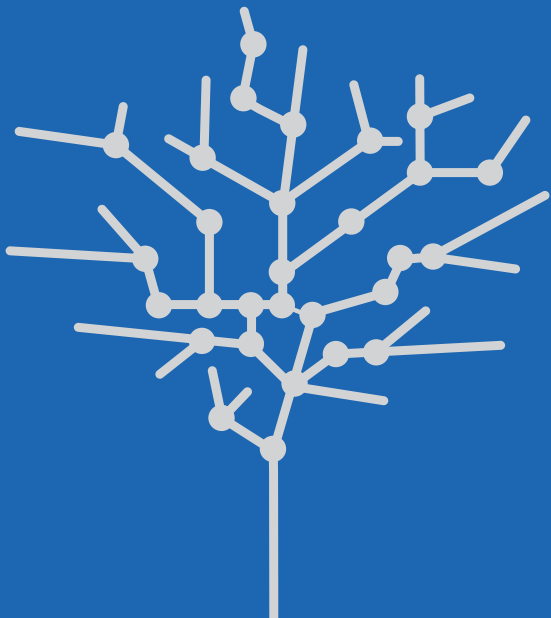


# the Profile of

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

EETT





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# Introduction

## **There is no end to communication. Yet there is a beginning!**

This is the moment when man becomes aware of his existence and tries to communicate, both with his environment and his fellow men, using body language, gestures, expressions and inarticulate sounds. Articulate speech follows - language, first oral and then written, with an intervention of the use of symbols on various perishable and imperishable materials.

Human need for communication has never stopped. Communication is slowly breaking the boundaries of space and expands to cover great distances. It becomes **Tele**communication, as it is transmitted by the waves of sound and light and, later, by electricity and electromagnetism.

Men, discoveries and inventions at the service of message transmission. From the early forms of postal services, the runners, the pigeons, the town criers and the Fryktories, to the telegraph, the telephone, the internet, the mobile technology.

Language, symbols, voice, images, data, messages of human communication, are transformed and transferred as communication becomes visual, acoustic, symbolic, cable, wireless, electronic...

In recent years, as our everyday communication with other people becomes easier and simpler, the framework in which such communication is implemented, becomes more complex.

Nowadays, many companies, networks, services, consumers, the State and its bodies, coexist and interact within an environment that requires regulation, rules, consent, as well as the smooth and gradual acceptance of new technologies and their applications, which a few years ago were only part of our imagination.

**There is no end to communication. To begin with, there is an Authority.**

**The Hellenic Telecommunications and Post Commission (EETT) is the Greek Independent Regulatory Authority** that monitors, regulates and supervises the electronic communications market as well as the postal services market.

*This document is introducing EETT, its history, role and mission.*

# Who is EETT?

## Identity

The **Hellenic Telecommunications and Post Commission (EETT)** is an **Independent Authority** acting as the **National Regulator that monitors, regulates and supervises**:

- The **electronic communications** market in which fixed and mobile telephony operators, wireless communication operators as well as internet service providers, are functioning and
- The **postal services market** in which postal services and courier services companies are operating.

Furthermore, EETT carries out the duties of **Competition Committee** for the said markets, while it enjoys administrative and financial independence.

## Brief history

**EETT was established in 1992** under the name Hellenic Telecommunications Commission (EET). Its functions focused on the telecommunications market, which at that time was in the process of liberalization.

**1998**

The Commission undertakes the responsibility to supervise and regulate the postal services market and to monitor adherence to the rules of competition in the postal services sector. Its name changes to **Hellenic Telecommunications and Post Commission (EETT)**.

**2000**

The supervising, monitoring and regulating role of the Commission is enhanced (\*).

**2006**

The Law that incorporates the Community legislation into the Greek legislation is adopted. According to the new Law, EETT undertakes the role of the Competition Committee on issues pertaining to electronic communications (\*\*).

\* By Law 2867/2000

\*\* By Law 3431/2006 in force



## Mission

Every Citizen in Greece shall be able to enjoy **modern, affordable** and secure communication **services**.

To this end, through its activities and work, EETT:

- **Ensures** access for all citizens to a great range of communication networks and services.
- **Safeguards** the rights of consumers as to telecommunication and postal services issues.
- Constantly **informs** the consumers on their rights and obligations.
- **Secures** the utilisation of scarce national resources, such as the radio frequencies spectrum and the numbering resources.
- **Contributes** to the development of competitive electronic communications and postal services, by setting the rules of operation of the said markets.

## Vision

EETT's vision is to secure and enhance fair competition in the electronic communications and postal services market, to constantly expand and upgrade the networks and services of electronic communications and postal services, aiming at enabling our country to participate actively in the Knowledge Society and all citizens to enjoy top level services and facilities.

# Electronic Communications

EETT is the **National Regulatory Authority** for the electronic communication market and, more specifically, for the institution and supervision of operation rules in the said market.

In the framework of its competencies, EETT specifies the European regulatory framework of electronic communications for Greece based on the applicable legislation in force as well as, to a great extent, on the law on competition.

Based on the European regulatory framework, the electronic communication sector is divided into 18 separate markets which are subject to regulation.

EETT is carrying out an analysis and study for each market and imposes specific obligations to the providers holding a dominant position<sup>1</sup> therein, for ensuring efficiency of competition.

EETT's **regulatory interventions** based on market analysis aim at:

- **Safeguarding** and **enhancing** fair competition.
- **Developing** the electronic communication market.

- **Improving** the quality of services that each consumer enjoys.
- **Protecting** the consumer.
- **Supporting** in general the National Economy, by attracting investments.

Furthermore, EETT's main activities include:

1. Licensing companies that are interested in operating as electronic communications service providers.
2. Evaluating agreements, redemptions and mergers between companies of this sector.
3. Managing the National Numbering Plan.
4. Assigning rights of radio frequency use and numbers to the electronic communication providers.
5. Assigning domain names with .gr suffix
6. Issuing Codes of Ethics for the provision of electronic communication services.
7. Regulating matters of electronic signatures, Number Portability, Carrier selection and pre-selection.
8. Issuing guidelines, restrictions and observations, as well as, to impose penalties or other administrative

<sup>1</sup> A provider with dominant position has financial power over the particular market that allows him to act independently in relation to his competitors,

customers and at the end the consumers.





sanctions in cases of violation of the telecommunications legislation on the protection of free competition.

9. Issuing regulations on matters relevant to the protection of consumers.

At the same time, EETT is playing an important role as to the **Universal Service**. In the electronic communications sector, the Universal Service is defined as a predefined range of telecommunication services of specific quality that must be offered at a price affordable to all consumers, regardless of their geographic position. Specifically, EETT submits its **proposals** to the competent Ministers on all matters relevant to the Universal Service and supervises the provision of such service.

In the framework of its **supervising** role, EETT carries out:

- Billing control and approves OTE prices.
- Unscheduled as well as scheduled on site audits and autopsies at electronic communications companies.

The audit crews:

- Perform autopsies.
- Collect information and documents by the personnel

of the companies that have been inspected.

- Collect information relevant to the object of the inspection.

Such **inspections** have a **double aim**: on one hand to inspect adherence to the legislation on electronic communications, to safeguard competition and smooth operation of the market based on the national and community legislation, and on the other hand, to protect the interests of consumers.

The above functions are completed through constant **collection of information** from the market as well as through monitoring of the market trends.

# Broadband Development: EETT's Strategic Goal

## What is Broadband

A telecommunication connection is called **broadband** provided it gathers the following two characteristics:

- a) Offering **uninterrupted access** to the Internet.
- b) Providing **high level data transmission** to the user so that the user may have access to interactive content-rich, internet-based services (e.g. telephony and video-telephony, interactive TV and video-on-demand, surfing the World-Wide-Web).

Broadband market development is a top priority for the European Union and for all developing countries since it is connected to the increase of financial wellbeing, the creation of new job positions and the improvement of the citizen's standard of living.

The benefits of broadband are numerous, covering various sectors of financial and social life.

In the public sector for example, broadband allows the development of **e-government** services that improve services to citizens and businesses, while at the same time improve the public sector's function processes.

In the fields of health and education respectively, broadband allows the provision of top quality services to remote areas, through the use of **telemedicine** and **tele-education**.

Moreover, in the business sector, broadband offers new possibilities for promotion and supply of products and services, with the use of **e-commerce** applications. At the same time, the means of operation for businesses are changing thanks to the **tele-working** and **tele-conference** applications.

## EETT's Contribution to the Promotion of Broadband Services

In our country a series of factors such as the lack of alternative networks and the delay in the opening of the broadband market resulted to Greece being left behind all other European countries as to broadband penetration. For this reason, the promotion of broadband services and the dissemination of their advantages is a strategic goal for EETT aiming to reduce the digital gap between our country and the rest of Europe. In view



of the above, EETT is working intensively, proceeding to the necessary regulatory and supervising actions in order to facilitate the development of broadband services.

The main factor for Broadband development is the **Local Loop Unbundling (LLU)**. LLU is the possibility of other Telecommunications Providers than OTE to use the cable (Local Loop) that connects the subscriber's location with OTE's Local Exchange.

Through the LLU, consumers in Greece may select different telecommunication providers than OTE, for the provision of fixed telephony as well as other services such as the so-called "fast" internet, Internet telephony (VoIP) and digital television through the internet (IPTV).

In order to ensure the uninterrupted development of LLU, EETT:

- Has approved the Reference Offer (RUO) by OTE on Local Loop Unbundling (LLU). This is the framework that sets out the conditions and procedures, based on which OTE provides the necessary services and access facilities (mainly co-location rights for OTE's Local Exchanges) to the telecommunication providers, so that the latter may provide LLU services to the consumers under competitive terms.
- Monitors closely the projects for the construction of facilities for the co-location of other providers in OTE's Local Exchanges, in order for the former to be able to operate in telecommunication services provision.
- Supervises OTE's actions towards the satisfaction of providers requests as to Local Loop provision.
- Imposes sanctions to telecommunication companies in cases of violation of legislation as to the provision of LLU services to the consumers.

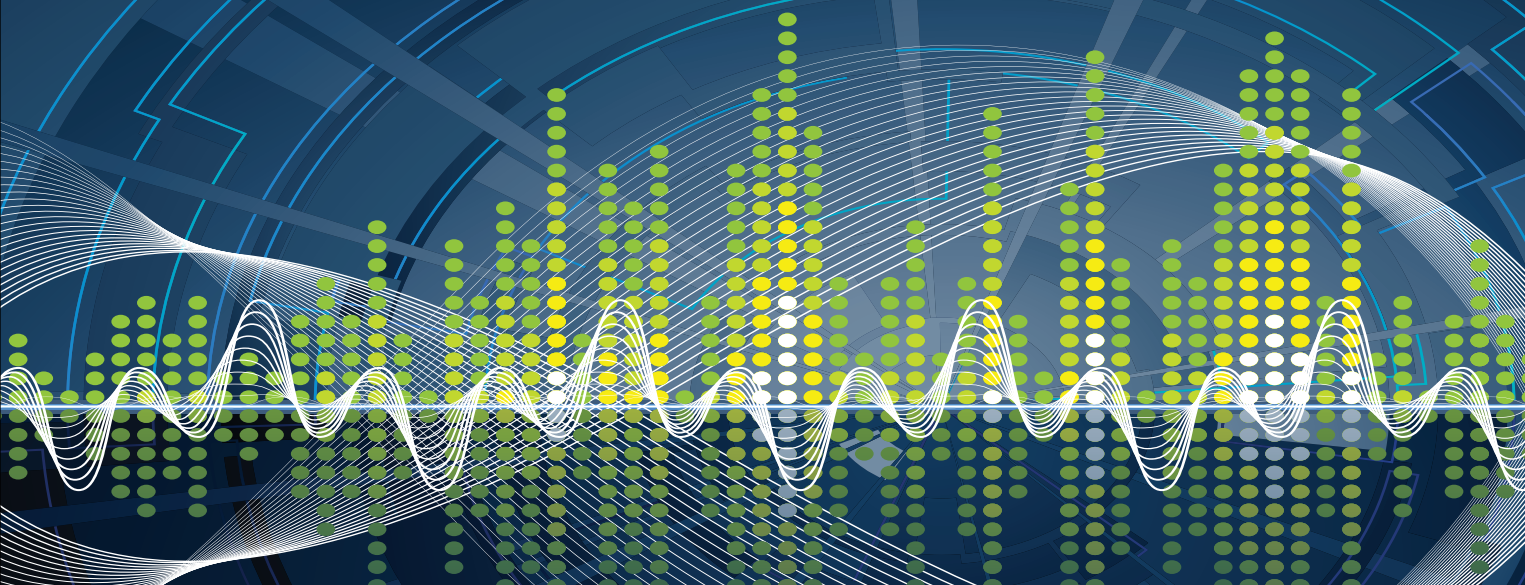
# Radio Frequency Spectrum

The radio frequency spectrum is a national resource of significant importance for the provision of modern telecommunication services. It is a **scarce resource** given that the range of frequencies that can be made available in a particular geographical area is finite. For this reason the terms of use and the conditions under which the spectrum is made available, is of significant importance in order to ensure the **optimum use** of the available spectrum for the satisfaction of current as well as future needs and the maximisation of benefits for the users.

EETT's main objective is to ensure the provision of wireless telecommunication services at predefined quality levels and to co-ordinate as many users as possible.

More specifically, EETT:

- Grants the **radio frequency rights of use** and defines the cases in which these are necessary.
- Sets out and collects the **fees for the use** of radio frequency **spectrum** submitted by the spectrum users. Fees imposition acts as an incentive for the more effective use of the spectrum.
- Keeps a database where all radio frequencies for which rights of use have been granted in the Greek territory are registered. This is the **national radio frequency register**, the main tool for spectrum management.
- Monitors the legal use of radiofrequencies.
- Traces and resolves **interference** problems to legal users of radiofrequencies. Emphasis is given to interferences in the frequencies used by services related to the safety of life and provided to state security and emergency networks (Civil Aviation Authority, National Centre of Emergency Care -EKAV, Coast Guard).
- Supports technically the responsible authorities in the procedure of cease of operation of stations (e.g. radio and television stations) that make illegal use of radio



frequencies.

- Issues the **licenses for radio frequencies and mobile telephony antenna constructions**, as well as other services (e.g. PMR networks, satellite services), while since 2007 EETT is also responsible for the issuance of licenses for radio and television stations' antenna constructions.
- Responds to questions/consumer complaints mainly relevant to matters of mobile telephony antenna installations licensing.
- It is the competent body for issues on placing on the market and use of radio equipment and telecommunications terminal equipment (RTTE) such as fixed, wireless and mobile phones, wireless remote controls, radio-controlled toys etc. In this framework, EETT performs regular inspections, in order to ensure that the equipment available and used in the Greek market complies with particular requirements that refer mainly to the user's safety and the avoidance of interferences.

The main tool of EETT in the field of Radio Frequency Spectrum is the **National Spectrum Management and Monitoring System (NSMMS)**. This is an advanced and state-of-the-art infrastructure, that supports all functions of spectrum management and monitoring and includes fixed and mobile monitoring stations as well as portable equipment. NSMMS enables the monitoring of broadcasts in a broad spectrum of frequencies throughout Greece.



# Postal & Courier Services

## EETT's Regulatory and Supervisory Role

EETT is the competent Authority for licensing undertakings that are interested in operating in the postal services market. Under this framework, EETT keeps the **Registry of Postal Services Undertakings** in Greece with full information as to such businesses and their networks.

The **regulatory competencies** of EETT also include the issuance of Regulatory Acts or **proposal** thereon to the Ministry of Transport and Communications as well as the collection and monitoring of data from the Greek and the international market.

More specifically, EETT conducts an annual study on the postal market, which forms the main tool for the evaluation of trends, monitoring data such as volumes, revenues and infrastructure of postal services undertakings as well as the documentation of methods for solving various complaints between companies and the consumers.

Moreover, aiming at safeguarding a fair and competitive environment to the benefit of consumers, EETT monitors and supervises the postal market.

In the framework of its **monitoring** role, EETT:

- Monitors quality of Universal Service provision.
- Approves the Cost Accounting System of the Universal Service Provider and monitors sound adherence thereto.
- Monitors adherence to the rules of competition and compliance of postal services undertakings to the terms of their licensing.

More specifically, EETT carries out scheduled and unscheduled audits in postal services undertakings. Such audits aim on one hand at identifying any inappropriate postal services and on the other hand at identifying any illegal activities.

During the monitoring process, which includes the execution of field inspection at postal services, investigation and sampling, EETT investigates, among others, the following matters:

- Adherence to the Charter of Obligations towards the Consumer.
- Possible violation of exclusive rights of the Universal Service Provider – which is the Hellenic Post- by postal service operators with General Authorisations or Individual Licenses



- Insufficiencies of the Special Postal Item Track and Trace System operated by such undertakings.
- Identification of companies that provide postal services without the necessary License or that do not contribute the relevant fees to EETT.

## Settlement of Disputes between Postal Service Undertakings and the Consumers

EETT's role is to ensure that during the provision of postal services the terms of the agreement signed between the consumer and the postal service undertaking, as described in the **voucher** that accompanies the postal item, are fully met. The settlement of any dispute between the consumer and the postal service undertaking is attempted through amicable settlement, based on the **Charter of Obligations to the Consumer**. If no settlement is achieved, the matter is referred to the Dispute Resolution Committee operating in each postal services undertaking.

Finally, if the case is still not settled by the **Dispute Resolution Committee**, the consumer may address EETT by submitting a written letter – complaint against the particular

undertaking. EETT shall investigate the complaint and shall proceed with the appropriate monitoring actions as well as to possible implementation of measures for handling the matter.

## Ensuring Quality of Provided Postal Services – Universal Service

The Universal Service refers to the provision of a wide range of postal services to all citizens within the Greek territory, at affordable prices and specific quality. EETT's main intention is to ensure quality of the Universal Service.

The provision of the Universal Service has been awarded to the Hellenic Post (ELTA), that forms the Universal Service Provider.

In this framework, measurements are performed as to the quality of the Universal Service provision regarding Domestic and International First Priority Mail. These measurements aim at evaluating the speed at which personal mail is delivered to consumers, from any location within the Greek territory, and therefore, at safeguarding the rights of postal services users.

# Organisational Structure & Human Resources

The **Plenum** of EETT consists of nine members: the President, the Vice-President for Electronic Communications, the Vice-President for Postal Services and six Members. The President and Vice-Presidents are selected and appointed by the Ministerial Council, upon motion of the Minister of Transport and Communications and the opinion of the Committee on Institutions and Transparency of the Hellenic Parliament. The rest of EETT Members are appointed by the Minister of Transport and Communications. The EETT Members are persons of recognised reputation, who have gained a wider social acceptance and are distinguished for their scientific background and professional competence in the technical, financial or legal sector.

EETT's **human resources**, that numbers 220 persons, according to Law 3431/2006, consists of the Scientific Experts, the Permanent personnel as well as External Associates - Members of Working Groups and employees for the special needs in Spectrum monitoring (e.g. seconded police officers).

As to the educational level of EETT's personnel, a significant number (over 50%) of employees holds a doctorate or post-graduate degree, followed by employees with

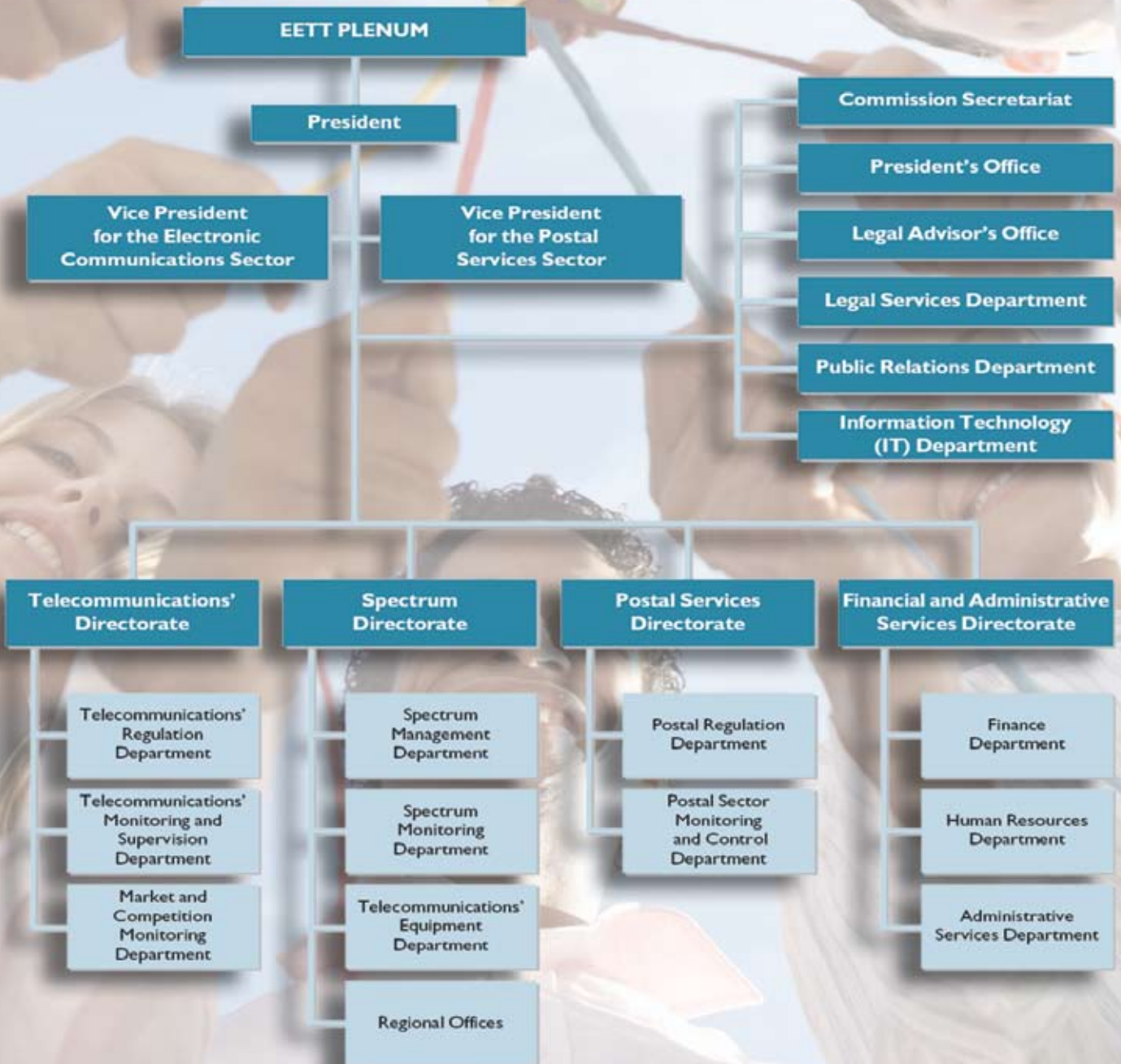
university or technological education.

EETT deems that it is necessary to continually train its employees according to their job specialisation and therefore carries out a broad training programme which includes, among other things, the participation in internal training seminars and International Conferences, seminars and scientific meetings.

Moreover, in its effort to constantly improve the working environment and working conditions for its human resources, EETT is providing its employees with a safety inspector and a work doctor in cooperation with an External Service for Employee Health and Safety.



# Organizational Chart





# European and International Role

EETT maintains important European and international partnerships. In this context, EETT:

- Participates actively in the shaping of European regulatory developments.
- Monitors the course of Electronic Communications and Postal Services in Europe.
- Presents the Greek positions at European and international level.
- Cooperates closely with its European Partners, the European Commission and other international bodies on matters of its jurisdiction.
- Provides all necessary support to the Ministry of Transport and Communications for representation of Greece in community and international organizations.

EETT is an active member of the **European Competition Network (ECN)**, as well as of the **European Regulators Group (ERG)**. The latter is a Group consisting of the 27 National Regulatory Authorities (NRAs) of the EU. In the context of the works of ERG, EETT presents the Greek regulatory situation and contributes to the

achievement of the Group's goals.

At the same time, EETT participates in the **Independent Regulators Group (IRG)**, presenting the positions of Greece on regulatory issues and cooperates with its partners, aiming at further developing the single market of Electronic Communications.

Moreover, it participates in various work groups of the European Commission and other bodies. Some of the Committees in which EETT participates are the following: the Communications Committee (COCOM), the Electronic Communications Committee (ECC), the Radio Spectrum Committee (RSC), the Telecommunications Conformity Assessment and Market Surveillance Committee (TCAM), the Administrative Cooperation (ADCO), the Postal Directive Committee (PDC), the European Committee for Postal Regulation (CERP) and the Forum of European Supervisory Authorities for Electronic Signatures (FESA).





# Focusing on Consumer

Aiming at providing complete information to consumers on matters relevant to telecommunications and postal services, EETT is developing an intensive activity:

- Issues informative documents on matters of immediate interest of consumers (e.g. their rights and obligations, presentation of new services, facilities and selection possibilities, guidelines and advice etc.).
- Organises Workshops, Conferences and Seminars.
- Holds informative television and radio campaigns.
- Enhances its website with information on its work and simplifying answers to frequently asked questions by consumers.
- Issues Press Releases and Announcements in order to inform consumers on its actions and developments in electronic communications and postal services sector.

More specifically, as far as it regards Telecommunications, EETT has created the **Telecommunications Services Consumers Sector** which is the recipient of written complaints on issues of fixed and mobile telephony and internet, as well as of consumers phone calls through the

Hotline 801 11000 80.

The work of this Sector aims at identifying issues that require the motivation of EETT's monitoring mechanism, with regard to telecommunications providers, as well as its regulatory intervention.

## Procedure of Written Complaints Assessment

EETT examines consumers' complaints on matters pertaining to telecommunication services, **provided that the consumer has followed the steps of the following procedure:**

1. A consumer who has a problem with telecommunications services should first seek solution thereto through his provider. If the problem persists even after having contacted the provider, the consumer should submit a written complaint to the provider.
2. If the problem remains unsolved **after one month** as of receipt of the complaint by the provider, the consumer may send a written complaint to EETT. The complaint must include all necessary information that will prove communication with the provider.
3. Written complaints may be submitted to EETT in the following manners:
  - *By mail to: EETT, 60, Kifissias Ave., 151 25 Maroussi*
  - *By fax: 210 6105049*
  - *By filling in the electronic form that is available on EETT website and by forwarding the form through e-mail to [katanalotes@eett.gr](mailto:katanalotes@eett.gr) or [consumers@eett.gr](mailto:consumers@eett.gr)*
4. All written complaints should include the following information:
  - i. *Name and Surname of the complainant*
  - ii. *Subscriber's telephone number related to the complaint (if any)*
  - iii. *Contact telephone number*
  - iv. *Contact postal address*
  - v. *Clear request to EETT*
  - vi. *Reference number given to the complaint by the provider (if any)*
  - vii. *Attached reply by the provider (if any).*
5. EETT shall immediately inform the consumers as to receipt of the complaint and its forwarding to the provider.
6. EETT shall examine the complaint along with other relevant cases and proceed with the appropriate monitoring actions towards the provider depending on the case. Thereafter, EETT shall inform the consumer in writing as to the outcome of the actions taken.

**It is noted that the evaluation of written complaints by EETT shall in no case interrupt or suspend any pending actions to courts.**





**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

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