



EETT

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

# “ The role of Regulators for the interconnected citizen ”

Costas Louropoulos, EETT President

“Getting Consumers Digital”

Athens, Greece

17 March 2014



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

# Detailed Goal towards citizens: **reduce or eliminate** **The digital divide**

Digital divide is the **chasm**, the gap which is created between individuals or groups which are benefiting from the new technologies and those individuals or groups which are not, due to social or economic factors:

- income,
- education,
- race,
- gender,
- geographic location (urban-rural),
- age,
- skills,
- awareness,
- political and cultural and psychological attitudes

# Detailed Goal towards citizens:



# EETT

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

## reduce or eliminate The digital divide

### Infrastructure:

- existing number of subscriptions and digital devices.
- Individuals, households, businesses, and communities connect to the Internet
- physical mediums desktop computers, laptops, basic mobile phones, smart phones, music players, playstations, electronic books readers, and tablets

### Access and Bandwidth

- existing bandwidth per individual (in kbps per capita) which re-opens up with each new innovation.
- fixed and mobile broadband infrastructures, e.g. 3G, 4G, NGA, LTE - 5G, and fiber optics FTTH - FTTB".
- the bandwidth divide might as well once again re-open with the next digital innovation.

### Location

- Homes, offices, schools, libraries, public spaces, Internet cafe and others.
- Rural, suburban, and urban area

### Price per user

The borderline between ICT as a **necessity good** and ICT as a **luxury good** is roughly around the “magical number” of **US\$10** per person per month, or US\$120 per year



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

# Detailed Goal towards citizens: **reduce or eliminate** **The digital divide**

In practical terms, Digital divide is the discrepancy between:

- **people who have access to and the resources to use**
  - **new information and communication tools, incl. Internet,**
- **people who do not have the resources and access to the technology.**
- **Also discrepancy between those who have the skills, knowledge and abilities to use the technologies and those who do not.**
- **Divide between those living in rural areas and those living in urban areas,**
- **Between the educated and uneducated,**
- **Between economic classes, and**
- **on a global scale between more and less developed nations.**

# EETT in Brief



Founded in 1992,  
Greece's Regulatory  
Authority is responsible  
for monitoring, regulating,  
supervising and acting as  
Competition Committee  
for the:



## Electronic communications market

- fixed and mobile telephony,
- wireless communications and
- Internet access (domain names)



## Postal market

- postal services and
- courier service providers

# Broadband Numbers In Greece

Broadband penetration: **25.8%** vs 23.8% in 2012

Fixed broadband lines: **2,913,191** vs 2,689,428 in 2012 (+8.3%)

VDSL lines: **48,878** vs 3,165 in 2012

Mobile broadband lines: **414,897** accessing the Internet from laptops\*

**5,214,497** subscribers accessed the Internet via mobile networks at least once in the last 3 months\*

**2,229 xDSL-enabled** local exchanges  
Corresponding to **99%** of subscribers's base

\*Data as of June 2013



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

# EETT for consumers

The Consumer Service Sector (CSS) of EETT, which has been operating since 2002, provides information and services to consumers and deals with their complaints

## 1. Registry of Electronic Communication Network and Service Providers

## 2. Assigned and Reserved Numbers

- Geographical Numbers
- Short Codes
- Carrier Selection/Preselection Prefixes
- Number Portability Routing Prefix

## 3. Number Portability (NP) right of subscribers to change providers , retaining their telephone number.

- The National Reference Database for Portability (NRDBP) under the supervision of the EETT.
- Number portability is available for both mobile and fixed telephony numbers.



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

# EETT for Postal Services

## Responsible for:

- Compliance of Postal Service Operators with **competition rules** and their licensing obligations.
- Monitoring **the quality of service** of the Universal Service.
- Compliance of the Postal Services operators with the terms of contract with the consumers.
- Informing consumers for the developments in the postal services as well as for their rights.
- Examining **the complaints of users** and proposing measures or sanctions.

## Not responsible for issues regarding:

- Payments and attribution of money to the sender for postal items with payment on delivery.
- Services not postal but provided by Postal Operators (e.g. financial services).
- Custom duties in custom clearance of postal items of foreign origin (countries outside the EU).



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION



# 2013 / CSS annual KPI's and statistics

**EETT's Consumer Service Sector (CSS)**  
handles complaints, provides instructions and assistance to consumers

**99.95%**

vs **98.75% in 2012**  
consumer  
satisfaction by  
telephone  
support

**8.39 days**

To reply to  
consumers

**30.79%**

vs **45.57% in 2012**

of complaints  
ended in favor of  
consumers

**12,015**

vs **9,947 in 2012**  
(+20.79%)

written complaints

- **84.6%** of Internet, mobile and fixed telephony,
- 10.5% spectrum,
- 1.6% postal
- and 3.3% miscellaneous

**240** inspections/visits to retail stores of service providers



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

# EETT for consumers



Broadband penetration increased to 25.8% vs 17% in 2009.

VDSL technology allows broadband speeds of up to 50 Mbps



4G services available to Greek users

Licensing of digital terrestrial television networks



Allocation of Digital Dividend

EETT's easy-to-use online tools for consumers to check quality, charges and availability of services provided

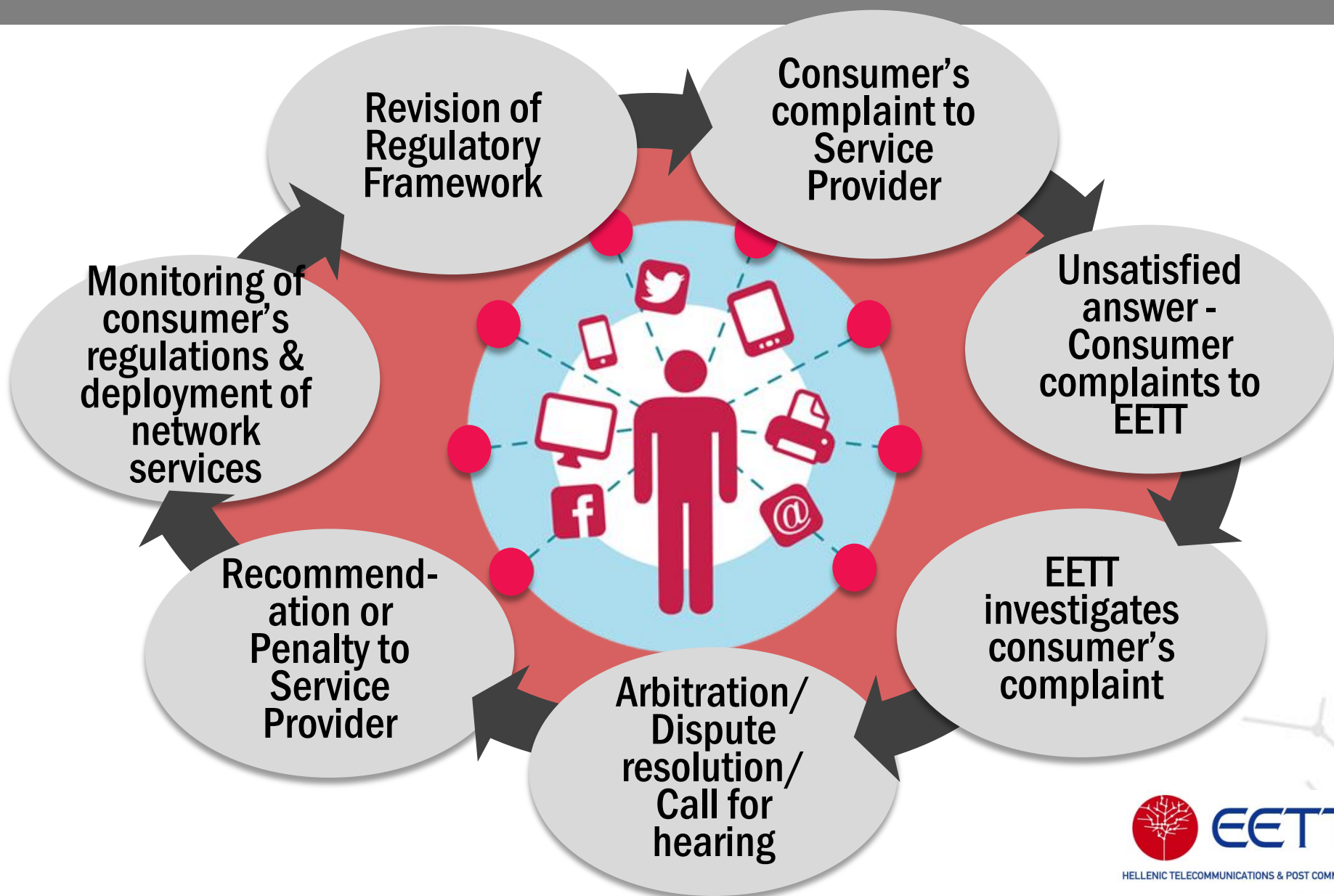


€6.5 mil. fines to mobile operators for arbitrary charges to consumers in 2012

New General and Special Authorisations Regulation for electronic service providers with extensive obligations for consumers' protection



# How We Work for Consumer's requests



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

# Consumer Protection : Smart Phones

Consumer protection from unwanted charges or overcharges

Smartphones = functionality of mobile phone, personal computer linked to the internet, and often a geographical positioning system (GPS).

Browsing through the internet with a smartphone, may invoke charges, that are dependent on the mobile service program you have selected.

In this context, EETT advises the consumers:

- Be thoroughly informed about the characteristics of your mobile device.
- Request information from your mobile provider in order to avoid overcharges.
- Be thoroughly informed about mobile service programs that include internet access, its characteristics and tariffs, so that you can select the most suitable program that fits your needs.
- Do not download “infected” applications by illegal or unreliable sources.

EETT indicates that the existence and the activation of malware in smartphones, may involve threats, indicatively:

- Continuous emission of SMS and consequently high charges in the consumer bill, Interception of personal data, Monitoring of mobile phone usage,
- ..... etc



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

# Consumer Protection : Telephony & Internet

**EETT's Consumer Guidelines:** When choosing a new telephony and Internet service bundle, make sure that you are informed about:

- Each service offered by the service bundle
  - The minimum duration of the contract ,
  - Activation fees, as well as early termination fees
  - The minimum cost and minimum call charge duration
  - Internet connection speed (nominal, theoretical and estimated actual speed) at the locations you are interested in (e.g., home or work locations).
  - A useful tool to measure the performance of your Internet connection is EETT's System for Performance Evaluation of Broadband Connection Services at <http://broadbandtest.eett.gr>
  - The distance between the telephone exchange from which the service is provided and the user address (especially for VDSL connections).
- 
- Checking phone charges in fixed & mobile telephony
  - Block premium rate services if you don't use them (if such an option exists). Examples of such services are calls to five-digit numbers (e.g., 13XXX, 15XXX) or calls to 901XXXXXXX numbers).



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

# EETT for Spectrum Communications

## Information about Radio Communications

- **Spectrum Monitoring**
- **Information for Placing Radio & Telecom Terminal Equipment on the market**
- **General information on the trade and use of Radio Equipment & Telecommunications Terminal Equipment**

## Other Guidelines and recommendations for consumer Protection

[Licensing](#)

[Local Loop Unbundling \(LLU\)](#)

[International Roaming](#)

[Radio & Telecommunications](#)

[Terminal Equipment](#)

[Domain Names](#)

[Margin Squeeze](#)

[Wholesale Line Rental](#)

[Recommendations for consumer protection](#)



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

# Other Guidelines and recommendations for consumer protection

## International Roaming

The EU Roaming Regulation limits the prices an operator can charge its customers.

Specifically, the regulation sets price caps called “Eurotariff” for making and receiving roaming calls, Euro-SMS tariff for sending SMS messages while roaming and Euro-data tariff for using various data roaming services. Receiving an SMS in another EU country is free of charge.

## Radio & Telecommunications Terminal Equipment

CE or CE NBnr or CE ⚠ or CE NBnr ⚠

(NBnr stands for the identification number – 4 figures – of the body intervening in the conformity assessment, eg 0678 and the marking becomes **CE 0678**)

## Domain Names

For entities wishing to become Registrars for **.gr** Domain Names have to submit to EETT a written notification.



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION



# EETT e-services for Consumers



**Price Observatory for Electronic Communication Services**



**"HYPERION" System for Performance Evaluation of Broadband Connection Services**



**Geographical Information System for Postal Service Availability**



**Premium Rate Services Number Request**



**Geographical Information System for Electronic Broadband Service Availability**



**Online Complaint Form**



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION



# Performance Evaluation of Broadband Connection Services – “HYPERION”

The screenshot displays the HYPERION website, which is a system for performance evaluation of broadband connection services. The header includes the HYPERION logo and navigation links for Home page, Log-in, Register, RSS, Sitemap, and Help. A secondary navigation bar contains links for About us, HYPERION, New measurement, Video, and Contact.

The main content area features a large banner with the text: "How fast is your internet? Your participation...counts!". Below this, it states: "HYPERION allows you to measure the speed and evaluate the qualitative features of your internet connections. Register with HYPERION, conduct at least 3 measurements and be fully in-the-know about your connection. You can thus contribute to the creation of the first digital map of broadband connections quality in Greece and perhaps throughout Europe!".

To the right of the banner is a login form titled "HYPERION log-in" with fields for E-mail and password, a "Remember me" checkbox, and a "Sign in" button. Below the login form are links for "Create a new account" and "Forgot your password?".

On the left side, there is a "Tools" section with three buttons: "Measure the actual performance of your broadband connection." (labeled NDT Network Diagnostic Tool), "Check whether your provider restricts services." (labeled Glasnost), and "Activate the periodic measurement reminder." (labeled M-LAB Notifier M-LAB).

The central part of the page shows a "Map" section with a map of Greece. The map is color-coded to represent different broadband speed ranges: < 4 Mbps (purple), 4 - 8 Mbps (yellow), 8 - 16 Mbps (light blue), 16 - 24 Mbps (dark blue), 24 - 35 Mbps (green), and > 35 Mbps (dark green). The map includes labels for various cities and regions in Greece, such as Thessaloniki, Athens, and Thessaloniki.

At the bottom of the map, there is a legend for the speed ranges and a Google Maps logo.

Users contribute to the creation of the first digital map of broadband connections quality in Greece.

# The future: New Challenges



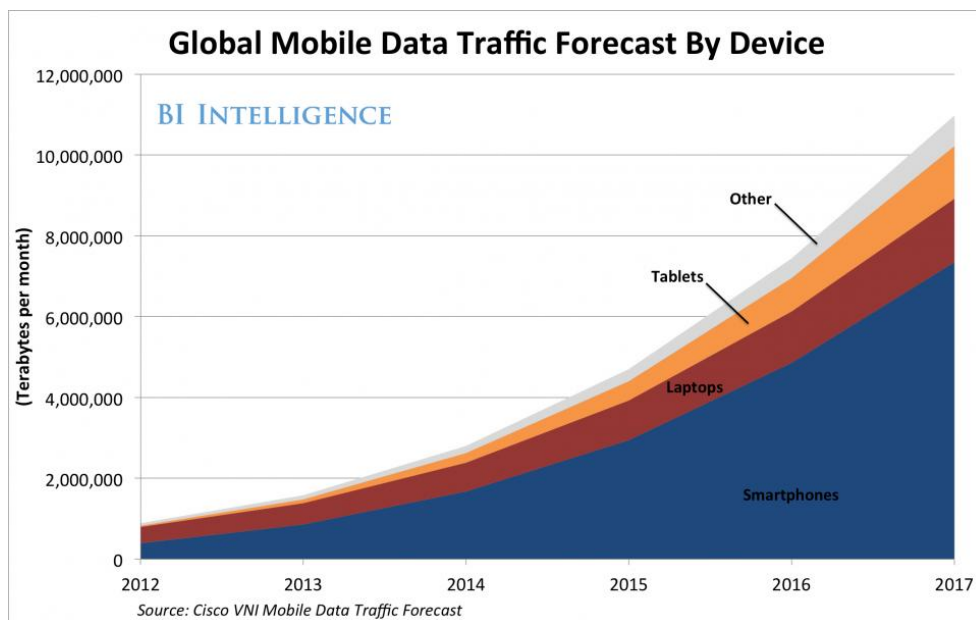
**The Interconnected  
Citizen**

**Broadband everywhere**

**Deployment of NGA networks**

**Effective Management of  
Spectrum**

**Net Neutrality**



# By the year 2019.....

- 9,3 Billion Mobile subscriptions by the end of 2019
- 10 times more Mobile data traffic
- >50% of mobile data will come from video
- Spectrum : most valuable resource (national or EU managed?)
- Fully mobile-enabled enterprise
- 100 billion APPs downloaded in 2013.
- >40% of Youtube traffic is Mobile.
- Mobile data traffic: from 2 to 20 exabytes per month



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

# Future Issues and roles .....

<b>CRITICAL FUTURE ISSUES</b>	<b>EETT</b>	<b>GOVERNMENT, EU &amp; other regulators</b>	<b>ECOSYSTEM (Telcos, manuf- acturers, etc)</b>
Content		✓	
Access	✓		
Infrastructure	✓		
Growth	✓	✓	
Sustainability			✓
Interoperability			✓
Business Models			✓
Inclusion – Digital divide	✓	✓	
Data protection		✓	
Intellectual property		✓	
Security		✓	
Industries' roles			✓



**EETT**



# **We care about “The King” ....**



**.. Who is “The” Consumer !!!**

**We are ultimately judged by the “King”:  
The Consumer, The Citizen, the Tax Payer.**



**EETT**

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

# Thank you for your attention!

