

2009 ANNUAL REPORT

YEAR OF BROADBAND CONVERGENCE OF TELECOMMUNICATIONS AND MEDIA



EETT

HELLENIC TELECOMMUNICATIONS & POST COMMISSION



ANNUAL REPORT 2009

Maroussi, 2010

Administration-Composition of EETT

The present Annual Report delineates the actions of the Hellenic Telecommunications and Post Commission (EETT) for the period January 1 to December 31, 2009.

During that period, the composition of the EETT Plenary was the following:

January 1-July 31, 2009

Nikitas Alexandridis
President

Nikolaos Koulouris
Vice-President for the Electronic
Communications Sector

Michael Sakkas
Vice-President for the Postal
Services Sector

Panagiotis Kottis
Member

Ioannis Paleologos
Member

Symeon Papavasileiou
Member

Ioannis Papaioannou
Member

Panagiotis Tsanakas
Member

George Tsaprounis
Member

September 2-December 31, 2009

Leonidas Kanellos
President

Angelos Syrigos
Vice-President for the Electronic
Communications Sector

Michael Sakkas
Vice-President for the Postal
Services Sector

Constantine Delikostopoulos
Member

Panagiotis Kottis
Member

Ioannis Papaioannou
Member

Nikolaos Papaoulakis
Member

George Papapavlou
Member

Ioannis Tzionas
Member

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I. Message of the President

Throughout 2009, the Greek Electronic Communications market remained on a growth track, despite the highly negative economic momentum. As the official statistical data confirm, EETT's constant efforts to strengthen broadband produced spectacular results. Analytically, broadband penetration had risen by a 17% (i.e. reaching 1,900,000 lines approximately) on December 31, 2009, compared to a 13.4% as registered on December 31, 2008. According to the Communications Committee (COCOM) mid-year data, the rise in broadband penetration in Greece for the period June 30, 2008 - June 30, 2009 was the 4th highest recorded among European Union (EU) member states. In the meantime, nominal access speeds have continued to rise and consumer options keep expanding thanks to the offer of innovative multimedia services that combine telephony, Internet access and, audiovisual content.

The above positive image can be definitely attributed to the providers' investment initiatives. Still, our Independent Authority's contribution was equally considerable, in that it effectively carried out its regulatory duties, liberalised the local loop, and promoted competition in compliance with European law requirements.

Taking into consideration international developments and the convergence of technologies, EETT took actions that aimed at raising the awareness of co-competent state authorities regarding the need to speed up the procedures for the transition to digital television, to simplify the procedures for licensing wire and wireless infrastructures, and exploit the digital dividend to the benefit of the country. Having flagged 2009 as a "Year of Broadband Convergence of Telecommunications and Media", our Regulatory Authority amended its Regulation on General Authorisation for providers of networks producing or broadcasting radio-television programmes, conducted a study regarding the optimum range of the digital dividend, and prepared a Regulation that lays down the obligations of operators in relation to accessing Application Programme Interfaces (API) and Electronic Programme Guides (EPG).

The key guidelines of EETT's actions throughout 2009 have been to constantly provide consumers with information and safeguard their rights against unfair trade practices through the imposition of sanctions

on delinquent providers. All the while, EETT provided consumers with quality innovative services. In this perspective, the actions carried out include: the information campaign on broadband, the creation of a support tool for geographical information (Geographical Information System-GIS) that enables consumers to measure the quality characteristics of their broadband connections on their own, the publication of recommendations for the consumers' protection from unfair practices, and the amendment of the Code of Practice for the provision of Multimedia Information Services (MIS).

With regard to its regulatory role, EETT completed in 2009 the second round of definition and analysis of Markets 4 and 5 relating to the provision of broadband services, according to the requirements of the relevant European Commission (EC) Recommendation. At the same time, in compliance with EETT instructions, the Hellenic Telecommunications Organisation (OTE) issued accounting separation statements broken down by market and offered service for the first time.

Abiding by its belief that crucial regulatory issues call for debate and recording of all the involved parties' views, EETT carried out within 2009 a series of Public Consultations on such issues as the Reference Interconnection Offers of the three mobile telephony providers, the amendment of the Reference Offers of OTE for Local Loop Unbundling (LLU) Access, and the specification of the criteria for selecting a Universal Service Provider (USP). Through a similar procedure, EETT proposed the amendment of the Regulations on Number Portability and Domain Name Management and Assignment. In addition, in March 2009, our Authority decided to submit to the competent Ministers a Recommendation for the issuance of a Joint Ministerial Decision (JMD) aimed at ensuring the provision of fixed telephony service to citizens even in emergency situations. Finally, in June 2009, our Independent Authority issued a Regulation on the calculation of rights-of-way fees, with a view to establishing common rules of treatment for investments in crucial network infrastructures throughout the Greek Territory. As EETT underlines at every turn, the stability, transparency, and predictability of the network deployment costs, in the absence of any bureaucratic impediments and differentiations across municipalities or regions, is a prerequisite for such broadband growth as would benefit both the citizens and the national

economy.

With regard to the radiofrequency spectrum sector, throughout 2009 EETT was constantly working on the update of the regulatory framework, bringing the Greek legislation in line with international technological developments. In this context, it revised its Regulation on Terms of Use of Individual Radiofrequencies or Radiofrequency Bands. This action is expected to broaden the range of services offered to the public considerably, promote mobile broadband, and improve the technologies used by the holders of rights of use. Our ultimate goal is to enable a more efficient utilisation of the spectrum as a scarce resource and attract new investment in this sector.

With a view to facilitating a smooth transition into digital television broadcasting, EETT updated the National Radiofrequency Registry with the technical characteristics of the transmissions of legally operating television stations. Furthermore, exercising its supervisory role over the radio-television spectrum, it carried on with its inspections and examinations into issues related to the legality of transmissions by radio-television stations, violations of the stations' technical characteristics and, the prevention of mutual interferences. Additionally, setting as a priority the trouble-free operation of wireless networks for the protection of human life and safe air travel, EETT cooperated closely in 2009 with the Civil Aviation Authority (CAA) to ensure a more effective and faster response to harmful interference problems that air navigation networks face.

During 2009, a major development in the Postal Services sector involved EETT's submitting to the Ministry of Infrastructures, Transport and Networks (MITN) a draft Law on the organisation of the Postal Services sector, which transposes the 3rd Postal Directive into Greek domestic law and aims at speeding up the postal market liberalisation process. Moreover, EETT issued the new Regulations on General Authorisation and on Individual Licences aiming at a more effective market operation and launched the new cost accounting system for the Universal Service Provider (USP), i.e., Hellenic Post. Also, it kept on with its intensified inspectional activities by carrying out several on-site inspections of postal enterprises in order to investigate issues of compliance with the regulatory framework, while it also examined complaints lodged by consumers and involving negligence in the provision

of Postal Services. Last, it successfully completed a Public Consultation on the preparation of a draft Code of Practice with respect to the provision of Postal Services to consumers.

It is worth mentioning that, alongside the regulatory and supervisory initiatives it took in the domestic market, EETT represented our country in international fora and committees. Strengthening openness and promoting bilateral and multilateral collaborations, our Authority acquired greater know-how, established bonds and communication channels with other regulators, and expressed constructive proposals that led the relevant work programmes to incorporate issues of particular interest to our country. Our international activities included participation in the European Regulators Group (ERG), which has recently evolved into the official Body of European Regulators for Electronic Communications (BEREC) based on the New Regulatory Framework, in the Independent Regulators Group (IRG), in the European Competition Network (ECN), in the Euro-Mediterranean Regulators Group (EMERG), and in the Plenary of the European Committee for Postal Market Regulation (CERP).

With a view to ensuring healthy competition, pluralism and effective regulation and supervision of the markets for Electronic Communications and Postal Services, as well as to attracting investment, strengthening transparency, and introducing electronic government, EETT is in a constant state of preparation in order to meet the regulatory challenges of tomorrow.

As a highly reliable Independent Authority and Member of the BEREC, EETT will remain steadfastly by the State, supporting with its vision, consistency, experience, and specialised know-how the State's growth-generating initiatives. Additionally, as seen against the current technological and economic background, EETT's role becomes even more vital in laying down rules and principles that guarantee stability in the market and allow the healthy forces of entrepreneurship to develop and prosper, to the benefit of the national economy, of the consumers, and of society as a whole.

Dr Leonidas I. Kanellos
EETT President
May 2010



II. The identity of EETT

EETT (Hellenic Telecommunications and Post Commission) is the Independent Authority that acts as the country's National Regulator, monitoring, regulating and supervising: (a) the Electronic Communications market, which comprises the activities of fixed and mobile telephony, wireless communications and Internet access providers, and (b) the postal market, which comprises the activities of Postal Services and Courier Service providers.

Moreover, EETT is entrusted with the competences of the Competition Committee that relate to those markets.

Originally formed by Law 2075/1992 under the name National Telecommunications Committee (EET), our Authority began operation in the summer of 1995,

with its competences focused on the supervision of the liberalised telecommunications market. However, once Law 2668/1998 on the organisation and operation of the Postal Services sector was enacted, EETT was also entrusted with the responsibility of supervising and regulating the Postal Services market, and was renamed Hellenic Telecommunications and Post Commission (EETT).

Law 2867/2000 enhanced EETT's supervisory, monitoring, and regulatory roles, while the currently applicable Law 3431/2006 on Electronic Communications, which incorporates the latest provisions of European law, defines the framework for the provision of Electronic Communications networks and services and related facilities within the Greek Territory, and further expands EETT's competences.

III. Structure

The administrative body of EETT is the Plenary, which consists of 9 members, the President, two Vice-Presidents respectively competent for the sectors of Electronic Communications and Postal Services, and 6 other Members. All Plenary members enjoy full personal and operational independence in exercising their duties.

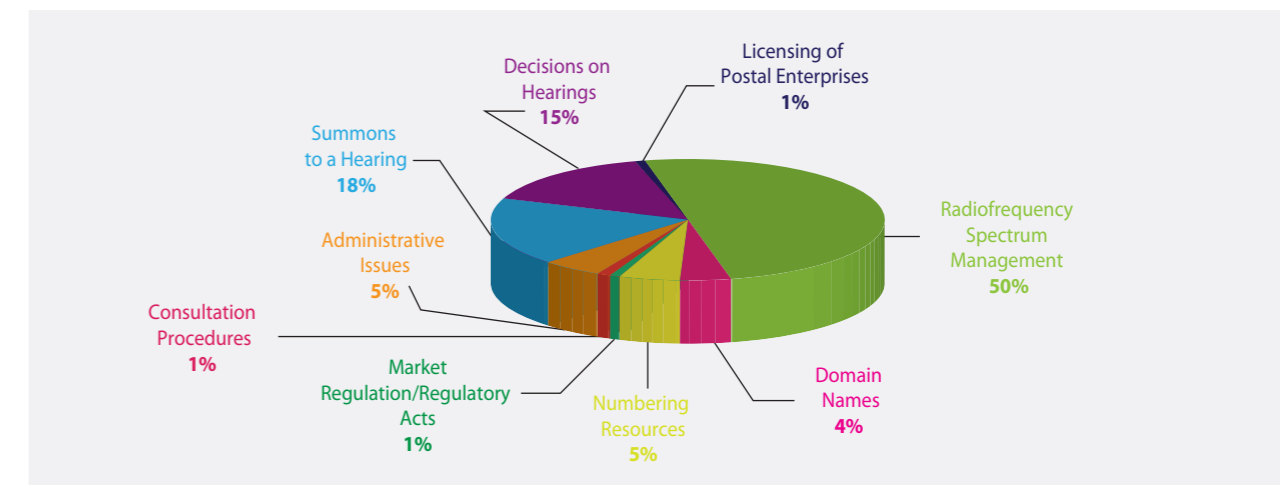
According to Law 3371/2005, the President and the two Vice-Presidents are selected and appointed by the Council of Ministers, following a recommendation by the Minister of Infrastructures, Transport and Networks (MITN-formerly Minister of Transport and Communications) and an opinion issued by the Special Permanent Parliamentary Commission for Institutions and Transparency. The rest of the members are appointed by the Minister of Infrastructures, Transport and Networks. All individuals selected are persons of established prestige who enjoy broad social acceptance and the prominence of their scientific expertise and professional skills in the technical, economic, or legal sectors entitle them to. All EETT members serve four-year terms. No member can be appointed for more than two consecutive terms.

As a rule, the EETT Plenary attends regular weekly meetings. In 2009, it held 41 meetings and reached a total of over 4,000 Decisions, while it imposed 281 administrative sanctions and fines amounting to 17,795,632 euro in total. Chart I presents a detailed thematic breakdown of EETT Plenary Decisions.

The agenda of the Plenary meetings as well as all EETT Decisions are posted on its website. Decisions related to regulatory acts are published in the official Government Gazette (GG).

Within the context of regularly reporting on EETT's work to Parliamentary Committees, EETT Administration was invited in December 2009 to a Hearing before the Special Permanent Parliamentary Commission for Institutions and Transparency. Among other things, discussions during the Hearing touched upon issues relating to the transition to terrestrial digital television, proposals by EETT for simplifying the licensing procedure for mobile telephony antennas, radiofrequency spectrum supervision issues, interventions by EETT for the protection of consumer rights, and the fines imposed on Electronic Communications providers owing to the latter's infringements of the legislation.

Chart I
Plenary Decisions by Subject



IV. The New Composition of the Plenary

The new EETT Plenary, appointed on September 2, 2009, consists of the following:

Dr Leonidas Kanellos President

Dr Leonidas Kanellos graduated from the Faculty of Law of the National and Kapodistrian University of Athens (1984). He holds a Postgraduate Degree (DEA in Information Technology Law and Legal Information Technology) from the University of Montpellier in France (1985), as well as a Doctorate title from the same University on the convergence of Information Technology, Telecommunications and Media (1990).

He is an attorney-at-law registered with the Athens Bar Association, with 20 years of professional practice and experience in the fields mentioned above. He has served as Member of the Legal Advisory Board of the European Commission's Information Society and Media Directorate General (1986-2001) and as expert staff member of the European Institute for Standardisation-CEN (2001-2002).

He has participated in several law-preparation committees for the transposition of European law provisions into the Greek legislation (1989-2009), including the Law establishing EETT, legislation on radiospectrum and secondary legislation on Electronic Communications, legal protection of software and databases, electronic signature, consumer protection, and the Fiber To The Home (FTTH) network.

He has cooperated as a consultant with several Independent Authorities, including EETT (2003-2005).

He is a prolific author, published extensively in numerous languages. In addition, he has had a wealth of educational experience acquired in his capacity as a Professor at the University of Piraeus, the University of the Aegean, and other higher education institutions.

Angelos Syrigos

Vice-President for the Electronic Communications Sector

Mr Angelos Syrigos graduated in 1988 from the Faculty of Law of the National and Kapodistrian University of

Athens. He continued his studies at postgraduate level at the Faculty of Law of Bristol University, UK, where he obtained his Ph.D. in Law in 1994.

He is an attorney-at-law and Associate Professor of International Law and Foreign Policy at the International and European Studies Department of the Panteion University.

He has served as Scientific Advisor to the Ministry of Foreign Affairs (1999-2001, 2004-2005). In addition, he has been a Scientific Associate of the Research Centre for International Law of the University of Cambridge in the United Kingdom (1993-1994), as well as of the Council of Europe (2000-2002), the International Relations Institute of the Panteion University, and the European Centre for Public Law.

He has served as General Director of the International Olympic Truce Centre (2005-2009) and as Special Secretary of the Ministry of National Education and Religious Affairs (October 2007-January 2009). In the past, he served as legal counsel to EETT.

Michael Sakkas

Vice-President for the Postal Services Sector

Mr Michael Sakkas graduated from the Faculty of Mechanical and Electrical Engineering of the National Technical University of Athens (NTUA) in 1970. He has worked as a Telecommunications Engineer for OTE (1973-1989), as a Technical Director and Telecommunications Consultant of private firms in the industry (1994-2003), and as a Professor at Technical and Vocational Schools (1974-1982).

He has served as General Secretary of the Ministries of Culture and of National Education and Religious Affairs in 1989-1990 and in 1993, respectively, as Deputy Managing Director of OTE (1990-1993), as Managing Director of the Thermal Buses Company-ETHEL (2005-2006), as President of the Athens Urban Transport Organisation-OASA (2006-2007), and as an EETT Member (2005-2008).

In addition, he has served as Secretary of the Parliamentary Transport and Communications Sector and as Technical Advisor to the National Parliamentary

Picture I
The New EETT Plenary



Left to right: I. Tzionas-Member, G. Papapavlou-Member, P. Kottis-Member, M. Sakkas-Vice President, L. Kanellos-President, A. Syrigos-Vice President, I. Papaioannou-Member, C. Delikostopoulos-Member, N. Papaoulakis-Member

Committee for the Protection of Communications Privacy.

He has served for a number of years as an elected Member of the Central Assembly of the Technical Chamber of Greece (TEE).

Since 2008, he has been the EETT Vice-President for the Postal Services sector.

Dr Constantine Delikostopoulos

Member

Dr Constantine Delikostopoulos is an Athens College graduate and holds a Bachelor of Law degree from the London School of Economics and Political Science, UK and from the University of Paris, France. In addition, he holds a Postgraduate Title (DEA) in Private Law from the University of Paris.

He is Maître de Conférences in Private Law at the School of Law of the University of Paris II, which in 2000 awarded him a Doctorate Title in Law. In addition, he lectures at the Judicial Studies Institute of that University.

He is an attorney-at-law registered with the Paris Bar Association (on leave), as well as an attorney at law at the Athens Supreme Court.

He has served as an examiner for the entrance examinations of the Paris Bar School (PBR) and as researcher at the School of Law of Harvard University, USA.

He is a Member of the Academic Board of the Hellenic Centre for European Studies (EKEM) and of the Supervisory Council of the French Institute of Athens.

Professor Panagiotis Kottis

Member

Professor Panagiotis Kottis received his Diploma in Mechanical and Electrical Engineering from the National Technical University of Athens (NTUA) in 1979 and continued with Postgraduate Studies in Telecommunications and Microwaves at the University of Manchester (UMIST) in the United Kingdom and at the NTUA.

He began his academic career at the Faculty of Electrical and Computer Engineering of the NTUA in 1986, where he has held the post of Professor since 1996. Furthermore, he served as Expert Scientist at the Hellenic Naval Academy in 1987-1997.

From September 2003 to September 2006, he served as Vice-Rector of the NTUA and Chairman of the Board of Directors of the Lavrio Technological and Cultural Park.



From July 2004 to July 2007, he served as Chairman of the Technical Advisory Board of the Ministry of Interior, Public Administration and Decentralisation.

He has been a Member of EETT since August 2005.

Ioannis Papaioannou

Member

Mr Ioannis Papaioannou holds a degree from the Information Technologies (IT) Department of the School of Sciences and Technology of the Hellenic Open University in Patras.

He has been actively engaged in the field of IT since 1982, developing specialised database applications.

He has served as Head of the Computerization Department of the Greek Cotton Organisation (1993). In 2001, he was placed in charge of the IT Directorate of the New Democracy Party.

He has been a Member of EETT since May 2008.

Dr Nikolaos Papaoulakis

Member

Dr Nikolaos Papaoulakis has graduated from the Experimental School of the University of Athens (PSPA). He holds a Diploma in Electrical and Computer Engineering (2002), as well as a Doctorate Title (2007) from the National Technical University of Athens (NTUA).

Since 2001 he has been a researcher at the Institute of Communications and Computer Systems (ICCS), an academic research body of the School of Electrical and Computer Engineering of the NTUA.

He has served as Member in a team which created a technical brochure for NATO's Tactical AdHoc Communication Systems.

In addition, he has participated in the Working Group of the Institute of Electrical and Electronics Engineers (IEEE) on management techniques of radio resources in IEEE 802.11 networks.

George Papapavlou

Member

Mr George Papapavlou holds a Degree in Public Law and Political Science from the National and Kapodistrian University of Athens, and has completed Postgraduate Studies at the London School of Economics and Political Science, UK.

He began his professional career in 1974 as Press Attaché and later Press Officer at the Greek Embassy in London (1974-1982) and at the Secretariat General for Press and Information-SGPI (1982-1985).

From 1985 to 2008 he has served in the European Commission in prominent positions, in charge of IT and telecommunications issues.

Between May 2004 and December 2008 he was responsible for monitoring and facilitating the implementation of the European Regulatory Framework for Electronic Communications by the EU member states.

Dr Ioannis Tzionas

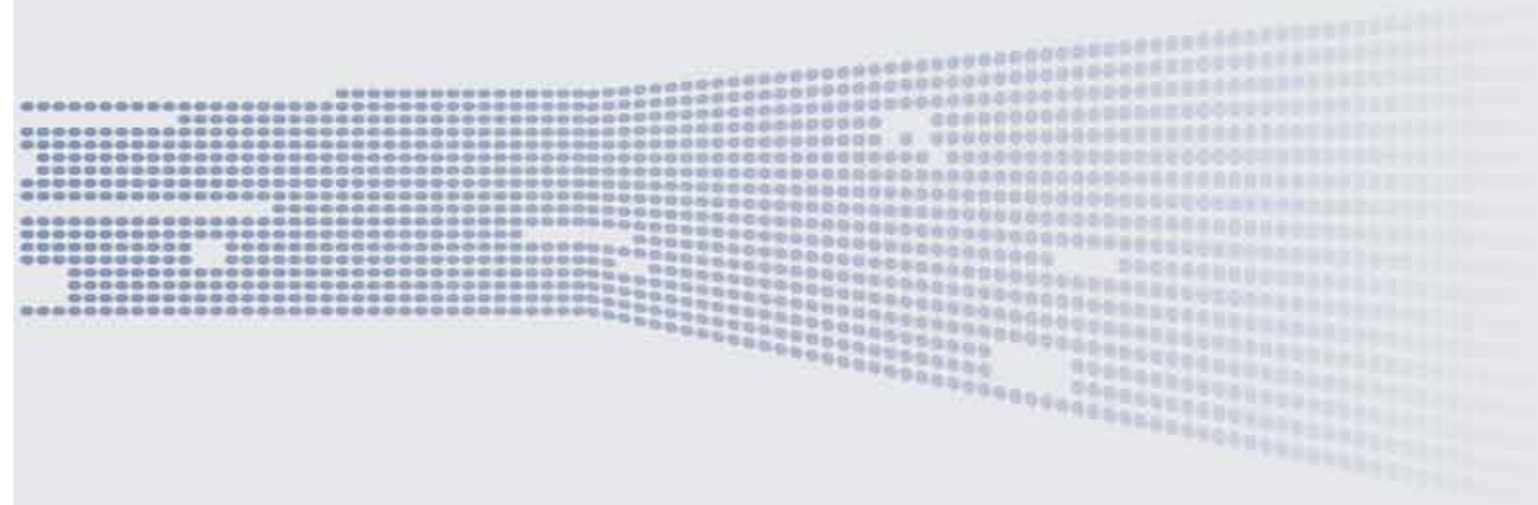
Member

Dr Ioannis Tzionas graduated in 1987 from the School of Law of the Democritus University of Thrace, and continued with Postgraduate Studies in EU Law and International Economic Law at the London School of Economics and Political Science, UK (1989). He submitted his PhD thesis in International and European Economic Law at the Institute of Advanced Legal Studies of the University of London, UK (1992).

He is an attorney-at-law and Substitute Professor at the University of Macedonia in Greece.

Since 1999 he has been a Member of the academic and research staff at the Department of Balkan, Slavic and Oriental Studies of the University of Macedonia.

He has served as Lecturer in postgraduate programmes at the University of London and the University of Macedonia.





INTRODUCTION

Electronic Communications Sector

EETT's regulatory interventions aim at creating a stable and predictable regulatory environment that will ensure the operation of healthy competition in terms of services and infrastructures, encouraging the attraction of investment in the Electronic Communications market and protecting consumer interests.

To this direction, EETT completed during 2009 the second round of definition and analysis of the markets related to the provision of broadband services, namely Market 4 "Wholesale (Physical) Network Infrastructure Access at a Fixed Location" and Market 5 "Wholesale Broadband Access", in accordance with the European Commission's Recommendation regarding the relevant markets of the Electronic Communications sector¹. In the meantime, under the systematic tutelage of EETT, OTE published for the first time its accounting separation statements.

Taking into consideration the need for engaging in a dialogue with the market before reaching any important regulatory Decisions, EETT launched a series of Public Consultations on the Reference Interconnection Offers (RIO) of the three mobile telephony providers, as well as on the amendment of the Reference Offers of OTE in relation to Local Loop Unbundling (LLU), the provision of Trunk and Terminating Segments of Leased Lines and the provision of Part Circuits. Through a similar procedure, EETT specified the criteria for selecting a Universal Service Provider (USP) and proposed amendments in the Number Portability's Regulations, the Management and Assignment of Domain Names, and the Code of Practice for the provision of Multimedia Information Services (MIS). Additionally, it submitted a Recommendation to the Ministers competent for issuing a Joint Ministerial Decision (JMD) that will define the minimum obligations that Electronic Communications service providers should meet to ensure the integrity of public telephone networks and the availability of public telephone services from a fixed location.

In parallel, EETT continued its actions aimed at further developing broadband. The morphology of Greece (mountainous landscape as well as numerous islands), combined with the absence of any alternative infrastructures, render the deployment of Next Generation Access (NGA) networks a pressing priority. EETT actively participated in the preparation as much of the document on regulating access to NGA networks as of the guidelines for state subsidies in the broadband networks market. In addition, it proceeded

with the issue of the Regulation that determines the fees for the rights of way, aiming at eliminating the existing difficulties and implementing investments for the development of Electronic Communication infrastructures. Finally, with respect to the Broadband Convergence of Telecommunications and Media, EETT completed the amendment of its Regulation on General Authorisation for providers of networks producing or broadcasting radio-television programmes and also conducted a study regarding the optimum range of the digital dividend.

During 2009, consumers were strongly benefited by EETT's actions, both in economic and informational terms. The reduced termination rates for mobile telephony and international roaming constitute a considerable financial gain for consumers, who, are now enjoying a range of broadband services at lower prices and higher speeds. Furthermore, via the tools developed by EETT on its website (Geographical Information Systems-GIS, Broadband Quality Measurements Node-BQMN), consumers are now able to measure the quality characteristics of their broadband connections. Last, EETT carried out a series of information actions (e.g. campaign on broadband, Guide of the Informed Consumer, Dictionary on Informatics and Broadband, Code of Practice for the provision of Electronic Communications services), reorganised the consumer-related section on its website and also issued recommendations for their protection from unfair practices in cases the Authority deemed it necessary.

Radiofrequency Spectrum Sector

EETT's main strategic goal with respect to the radiofrequency spectrum is its optimum technical and economic management, with an emphasis on improving the availability of this scarce resource and strengthening competition.

In this respect, EETT revised in 2009 its Regulation on the Terms of Use of Individual Radiofrequencies or Radiofrequency Bands, which is the Authority's key tool for spectrum management. This revision, which adhered closely to European Community provisions, shapes a new environment that will give holders of rights of use a greater freedom of choice with respect to the services offered and the technologies used. This environment is expected to favour better market operation. It is also expected to lead to more efficient utilisation of the spectrum and more effective competition, ultimately yielding more benefits for consumers.

1. C (2007) 5406 rev1.



In the television frequencies sector, by virtue of Law 3548, EETT has been entrusted as early as 2007, with competences for assigning rights of use mainly to television stations of national coverage. In 2009, it updated the National Radiofrequency Registry with the technical characteristics of the transmissions of all legally operating television stations of national, regional, and local coverage. The National Radiofrequency Registry and the registry of television transmission frequencies in particular, was created by EETT, for the first time and includes some 5,360 entries.

With respect to the radio-television spectrum monitoring, EETT engages in regulating issues as those arise from transmissions by radio-television stations and relate to the legality of such transmissions, violations of technical characteristics and mutual interferences. EETT also engages in imposing further administrative sanctions on the involved operators after having summoned them to a Hearing.

In 2009, setting as a priority the unimpeded operation of wireless networks related to the protection of human life, as well as public safety and national security, EETT cooperated closely with the Civil Aviation Authority (CAA) to ensure a more effective and faster response to the large number of problems that air navigation networks face.

With a view to keeping abreast of the latest technological developments, in the course of 2009, EETT updated all existing radio interfaces of Short Range Devices (SRD), which account for a large section of the Radio and Telecommunications Terminal Equipment (RTTE) market.

Last, EETT continued to rigorously exercise its standard competences regarding the spectrum's licensing and monitoring.

Postal Services Sector

One of EETT's most important actions was its submitting to the Ministry of Infrastructures, Transport and Networks (MITN-former Ministry of Transport and Communications) a reasoned draft Law on the organisation of the Postal Services sector, thus transposing Directive 2008/6/EC of the European Parliament and of the Council (3rd Postal Directive) into the country's domestic law. EETT's proposal aims at speeding up the process for the liberalisation of the postal market and at taking full advantage of the time remaining until the date the postal market will be fully opened. In addition, EETT submitted to the MITN an opinion on the draft of the revised Ministerial Decision (MD) on "Redefining the Quality Specifications and

the Terms of Provision of the Universal Postal Service", based on both the European and the domestic experience, as well as on both the applicable legislation.

In 2009, EETT proceeded with the issuance of its Regulation on General Authorisation, which simplifies the licensing procedures for postal enterprises. In addition, it issued its Regulation on Individual Licences, which describes the general principles for the operation of the licensed enterprises and clearly defines their obligations towards the State and consumers, and also encourages the use of environment-friendly technologies.

Within the context of smooth operation of the postal market, EETT carried out in November 2009 a Public Consultation on the issuance of a Code of Practice for the provision of Postal Services. The Consultation's aim was to record and build on the views of interested bodies and consumers. In addition, during the same year, EETT completed the assessment of the cost accounting system of the Universal Service Provider (USP). The new system facilitates considerably the assessment of cost-orientation (affordability) of the USP's pricelists.

Equally intensified were the inspectional activities of EETT including a large number of on-site inspections into postal enterprises. The enterprises involved in identified infringements of the applicable legislation were summoned to a Hearing. Moreover, EETT investigated numerous complaints related claiming negligence in the provision of Postal Services and called to a Hearing more than 100 enterprises to examine issues relating to those enterprises' compliance with the regulatory framework.

Furthermore, in 2009 EETT carried out its annual study analysing the quantitative and qualitative characteristics of the domestic postal market, with the participation of enterprises under General Authorisation/Individual Licence status and of the USP. The study's conclusions are particularly useful in identifying market problems and/or weaknesses and in taking the appropriate regulatory measures. EETT's Administration also met with representatives of the courier market in order to exchange views on issues concerning the industry.

Last, EETT carried out diverse and numerous actions aiming at offering information to providers and consumers alike. Those included a one-day conference, publication and dissemination of informational leaflets and posting on EETT's website a considerable volume of data. In this manner, EETT accomplished its goal of contributing to the smooth operation of the postal market.

Domestic and International Collaborations

2009 was a highly constructive year in terms of EETT's domestic and international collaborations. At the domestic level, EETT coordinated its actions with other Independent Administrative Authorities and government bodies, such as the Hellenic Competition Commission, the National Council for Radio and Television (NCRTV), the Consumer Ombudsman and the Computer Crime Unit. In addition, it signed a memorandum of understanding with the Observatory for the Greek Information Society. Guided by its commitment to protection of and service, it cooperated closely with consumer unions and consumer protection associations.

Additionally, EETT carried on with its multifaceted work at the international level and within the European Union (EU) in particular. In the Electronic Communications sector, it contributed to the works of the European Regulators Group (ERG), the Independent Regulators Group (IRG), the European Competition Network (ECN), the Euro-Mediterranean Regulators Group (EMERG), and other official committees and groups. In the Postal Services sector, it actively participated in the Plenary of the European Committee for Postal Market Regulation (CERP) and in the Postal Directive Committee (PDC) for the planning and implementation of the EU Directives regarding postal affairs, while it also attended the 13th PostExpo Exhibition organised by the Universal Postal Union (UPU).

In addition, EETT intensified its international activity by participating in several conferences and meetings, and by establishing many bilateral collaborations. Indicatively, EETT hosted an event at its headquarters for executives from the Office of the Commissioner of Electronic Communications and Postal Regulation

(OCECPR) of Cyprus. EETT was also represented by its President at the 8th Meeting of the Presidents of the Regulatory Authorities of Southeastern Europe, as well as at the annual international conference organised by the Spanish Regulatory Authority for Telecommunications (CMT).

Other Actions

Actions to improve EETT's internal organisation and operation continued in 2009. By the end of the year, almost all of its 26 new Scientific Experts had joined EETT as members of the staff. Additionally, in order to ensure smooth operation of its Regional Office in Thessaloniki, EETT completed the process of acquiring additional premises. A tender was also launched for the recruitment of 7 lawyers under salaried employment. Besides, EETT took initiatives and promoted actions related as much to securing the training of its employees as to the protection of their safety and health.

Moreover, EETT's Integrated Information System (IIS) was finalised and delivered, concluding a project of strategic importance whose implementation began in 2006 and ended in 2008 when the IIS was launched. The IIS was enriched by the addition of new functions targeting the provision of better services to consumers and upgraded through an automated interconnection with the National Spectrum Management and Supervision System (NSMSS). The IIS has drastically improved EETT's operation and effectiveness as well as the level of services EETT provides to both consumers and Electronic Communications and Postal Services markets.





1 REGULATED MARKETS

Growth in the Electronic Communications market in Greece also continued on its impressive course in 2009, with broadband penetration exceeding 17% of the country's total population and Local Loop Unbundling (LLU) bordering on an 18.8% of all main telephone lines.

In addition, the Postal Services market recorded positive growth rates, particularly in the Courier Services sector which operates under fully liberalised conditions. Liberalising the Universal Service (US) sub-market remains the major challenge to be met in the upcoming period, as it can potentially lead to important developments in the industry.

1.1. The Electronic Communications Market ²

Electronic Communications in Greece represent a dynamic sector of the country's economy. According to the 14th Report of the European Commission for 2008³, the size of the Greek Electronic Communications market in 2007 accounted for 3.73% of the GDP, while investment in this sector in 2008 represented 0.57% of the GDP. The respective EU figures in 2008 were 2.9% and 0.43%. In 2008, the market's size shrank to 3.42% of the GDP, while investment remained unchanged at 0.57% of the GDP.

Furthermore, since the sector's liberalisation, Electronic Communications is the only industry where the Consumer Price Index (CPI) has exhibited over time far more downward than upward trends (Chart 1.1). However, in the second half of 2009, as Chart 1.1 also

indicates, the CPI for Communications recorded an increase which was in fact higher than the respective one of the General Price Index. This recorded increase is associated with the higher mobile telephony rate applicable since July 2009, given that the respective fixed telephony and Internet indices remained unaltered throughout the year.

Broadband followed a steady upward path, having reached 1,916,630 lines by the end of 2009 (Chart 1.2) with a 17% population penetration rate. It should be noted that the corresponding EU penetration rate on 30 June 2008 (latest available data) was 23.8%. The main force behind that growth were LLU lines, which came to 987,310 in 2009 (Chart 1.3) and represented 18.8% of all main telephone lines. The number of active mobile telephony subscribers rose to 14,090,504, corresponding to a 125.7% population penetration rate (Chart 1.4).

2. It should be noted that EETT issues a detailed market review which is made available online and includes full data on the regulated markets (detailed tables, comparative data, charts, etc.).

3. The respective Report for 2009 was not available at the time the present Report went to print.



Chart 1.1.
Progress of the Monthly Consumer Price Index

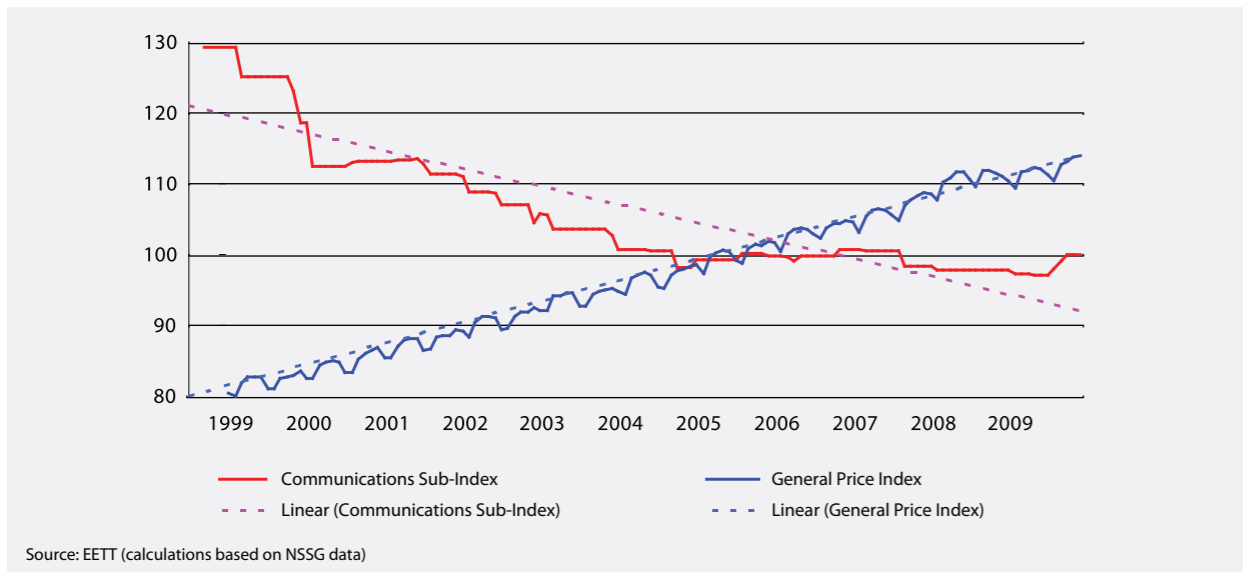


Chart 1.2.
Progress of Broadband Lines

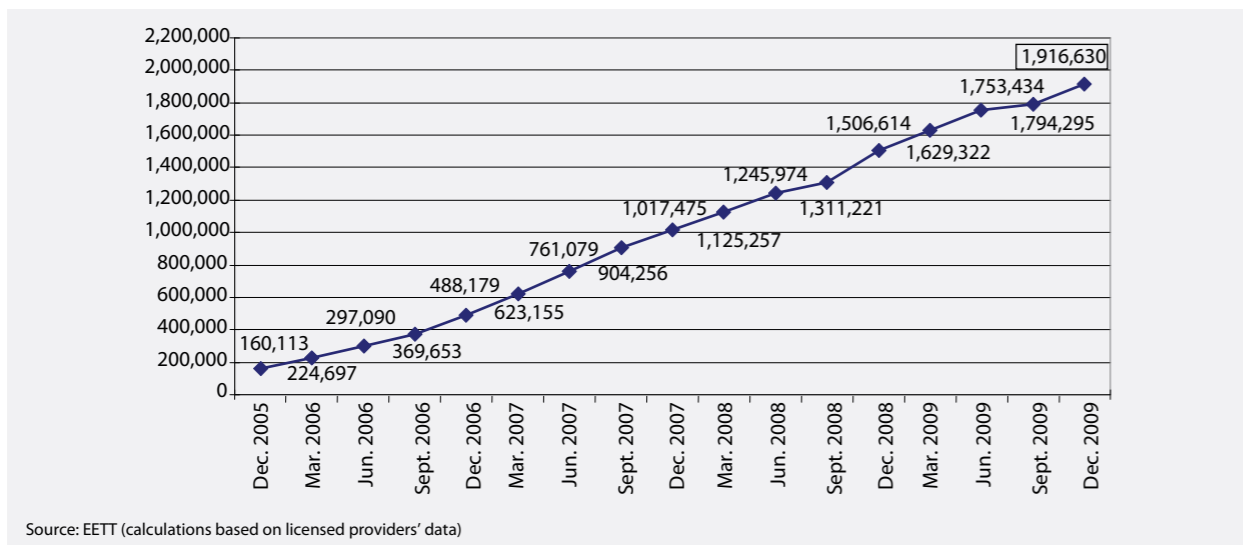


Chart 1.3.
Progress of Unbundled Access to the Local Loop Lines

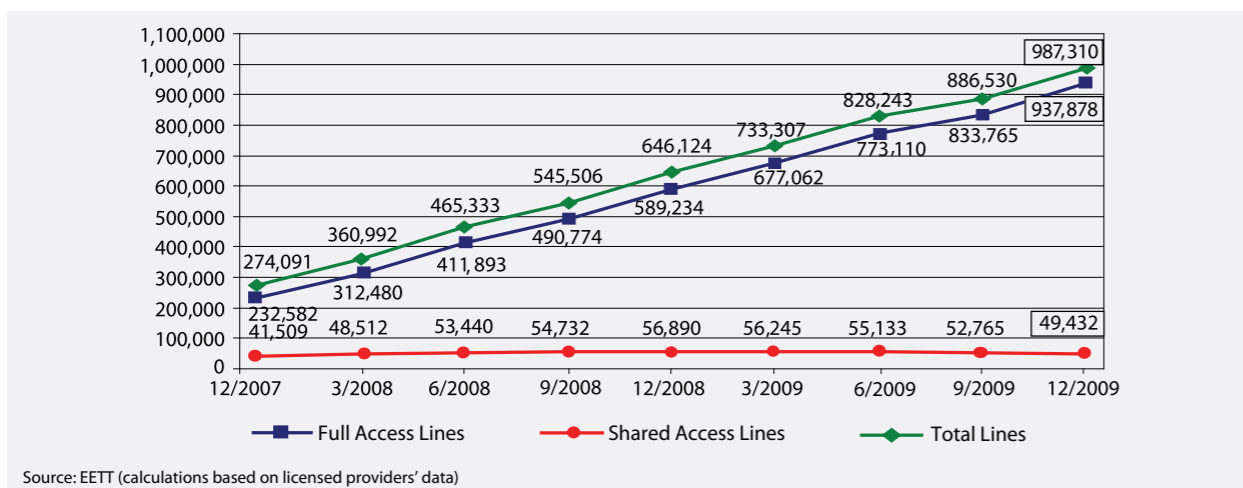
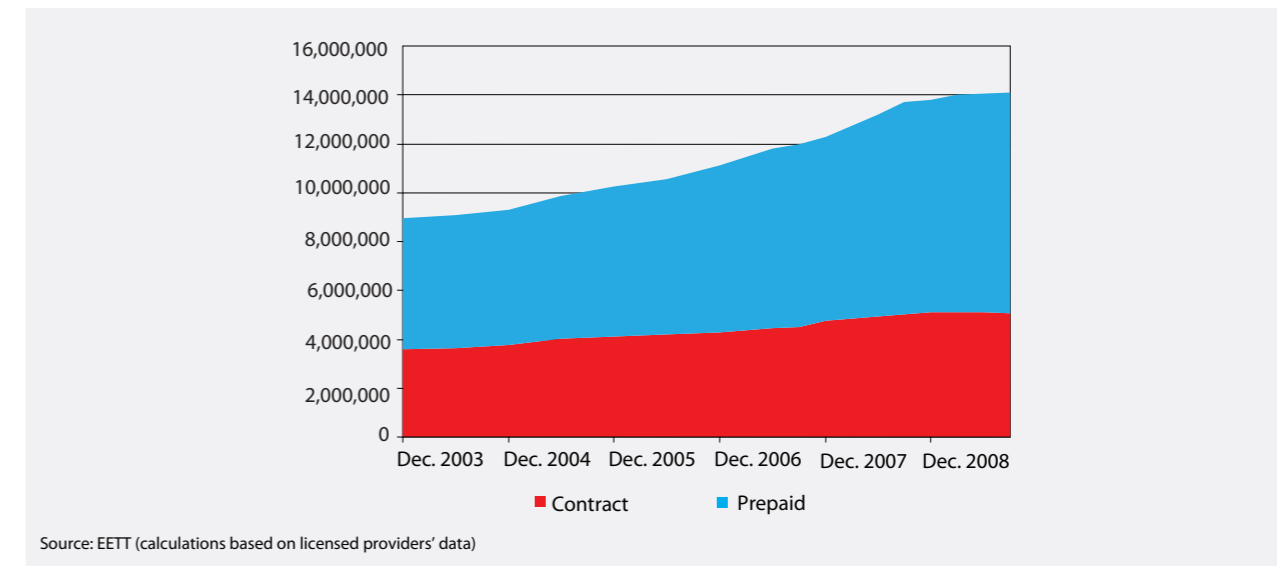


Chart 1.4.
Progress of the Number of Active Mobile Telephony Subscribers



1.2. The Postal Services Market

The greatest challenge for the domestic postal market in the upcoming years is the liberalisation of the Universal Service (US) sub-market. Less than 1% of the items handled and the income produced within the scope of the US is actually carried out by alternative enterprises. Today, addressed direct mail sent to consumers by large commercial enterprises constitutes the bulk of items within the liberalised segment of the US. The implementation of the 3rd Postal Directive in our country is expected to accelerate the opening of the US market considerably.

By contrast, in the Courier Services market, which operates under competitive terms, although in 2008 the number of enterprises listed in EETT's Registry exceeded 400, no less than 90% of the relevant volumes (income) was accounted for by a relatively small (less than ten) number of enterprises (their networks included). The high degree of concentration of Courier Services market shares can be explained by the fact that the industry's small and medium enterprises operate as local agents, carrying out the collection and/or distribution on behalf of larger enterprises within their geographical region of responsibility, and receiving part of the price (fees) paid by the consumer. Retail prices depend on the characteristics of the item (weight and size), its destination (domestic/international) and the number of enterprises involved in its handling (independent/combined management).

Unlike prices of international dispatches, retail prices of domestic courier items have shown a slight decrease. The clientele of enterprises active in this industry involves mainly service providers and commercial enterprises based in Athens and Thessaloniki, the country's two largest cities.

Overall, in 2008, around 777 million items were handled in the domestic (US and Courier Services) market, generating an income to the order of 753 million euro, i.e., an income smaller than 0.5% of GDP. Parcels weighing between 2 and 20 kg accounted only for 2% of all items, but produced more than 20% of the income, representing the most competitive segment of the domestic market, given that the share of the Universal Service Provider (USP) in volume terms does not exceed 20% in this category. In contrast, more than 90% of small items weighing up to 2 kg were handled as part of the USP's responsibility, a fact that highlights the dissimilarity between US and courier items. It should be noted that while in Greece there are roughly 70 postal items corresponding to each resident of the country (with 5 million out of the total 777 million items being Courier items), the respective average per EU-27 resident was three times higher, demonstrating clearly the significant potential of the postal market in our country. In more detail, the residents of the Attica Prefecture received in the course of a year more than 100 US items (mostly bills from public/private organisations and addressed direct mail) and only 8 courier items, while residents in any other part of the

country received less than half of the US and Courier items Attica residents received. In volume terms, the average market growth rate in the three year-period 2006-2008 was marginally over 2.5%, while the respective rate of increase in real income was lower than 1.5% (Charts 1.5. and 1.6.).

The industry is also considered significant in employment terms, as at least 22,000 people are estimated to have worked this year in the Postal Services market, half of which were employed by Courier Services enterprises. Personnel salaries represented one third of total expenditure in Courier Services, exceeded 40% in enterprises under Individual License, and accounted for 75% of the USP's expenditure.

Chart 1.5.
Average Change in Volumes, 2006-2008

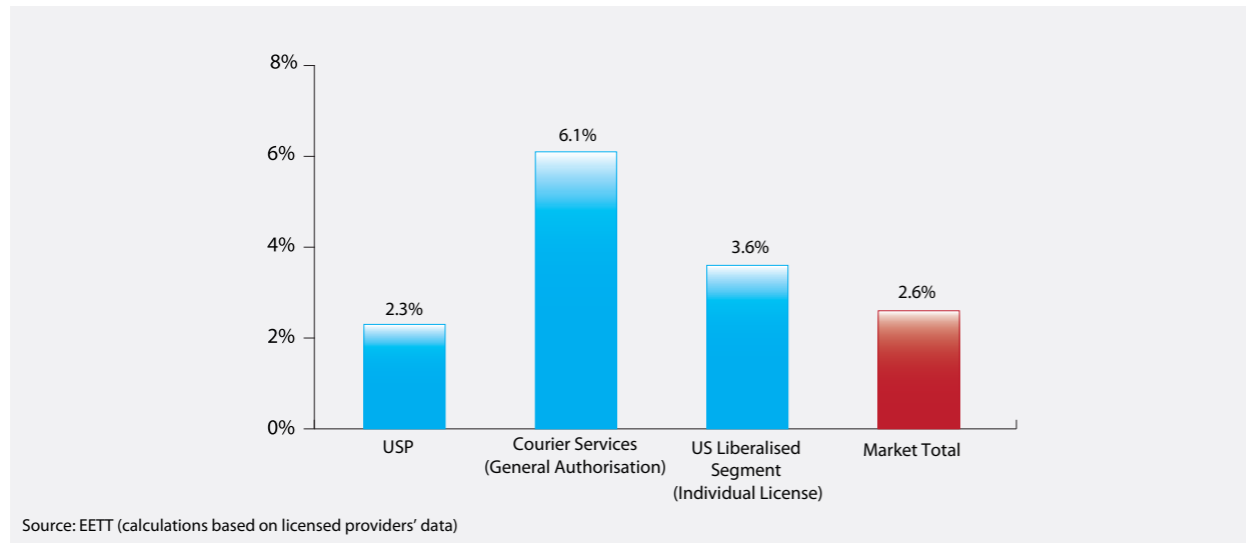
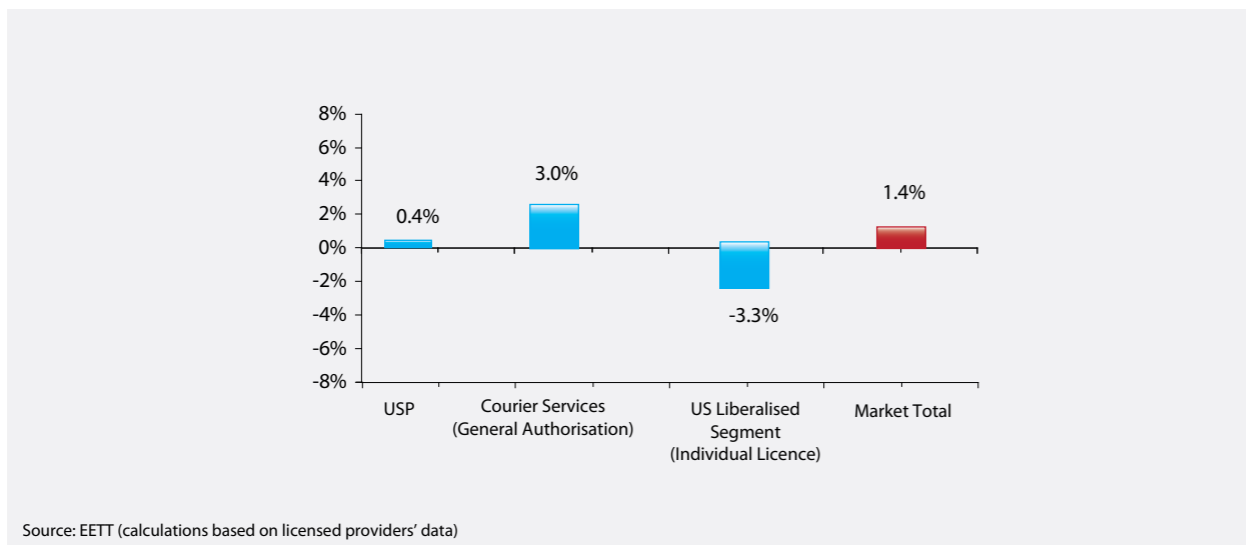


Chart 1.6.
Average Change in Real Income, 2006-2008





2. THE CONSUMER AT THE CENTRE OF DEVELOPMENTS



EETT's basic concern is to protect the rights of consumers and better serve their interests. In this respect, it has undertaken actions that have resulted in considerable financial gains for consumers, such as lower telephony rates and broadband services at lower prices and higher speeds. Furthermore, EETT's regulatory interventions helped in improving the quality of the provided services and ensuring a healthy competition environment.

Within the context of its competences and with a steady and systematic flow of information channelled to the public, EETT has prepared an integrated communication plan. The plan seeks to highlight the importance of broadband and to provide information on consumer rights and obligations. Last, it is worth mentioning that EETT has restructured its Consumer Service Sector (CSS), the hub of its direct communication with the citizens.

2.1. Care for the Consumer

In 2009, putting to good use the experience it had acquired through the successful operation of its Customer Service Sector for Telecommunication Services (CSSTS), EETT decided⁴ to restructure and change the name of that sector to CSS. Today, this sector is in charge of processing all the complaints regarding Electronic Communications and Postal Services filed with EETT.

The CSS's extensive competences include:

- The overall processing and monitoring of the issues highlighted by consumers together with the forwarding of those consumer requests and/or complaints to the providers on the very same day and assessment of their response.
- Preparing information letters and replies to consumers who write to EETT asking for instructions and information in general.
- Quantitative recording and qualitative assessment of telephone and written requests and/or complaints.
- Drafting monthly reports of statistical data on the condition of the market and the providers' practices towards consumers.
- Updating the special EETT website's section devoted to consumers.
- Receiving and replying to complaints online (e-complaint).

- Participating in meetings with competent bodies (e.g. General Secretariat for Consumer Affairs, Consumer Ombudsman, etc.).

In order to measure the quality level of the services provided to the consumers, EETT has set the following Key Performance Indicators (KPI) for its CSS:

- KPI 1: Reflects the share of consumers satisfied with the CSS telephone service. In 2009, KPI 1 exceeded 95%.
- KPI 2: Refers to the time required for processing written complaints filed with the CSS. In 2009, KPI 2 stood at 12 working days as opposed to the 18 days required in 2008 and 38 days required in 2007.
- KPI 3: Concerns the share of CSS-processed complaints which were answered in favour of the consumers who had lodged them. In 2009, KPI 3 was 55.24%.

During 2009, the CSS recorded and processed 11,220 written complaints, 78% of which was related to Electronic Communications services, 13% regarded the radiofrequency spectrum, 2% concerned the Postal Services, and the remaining 7% pertained to miscellaneous requests (Table 2.1.).

The overall picture of the Electronic Communications market appears in Chart 2.1. According to the chart, recorded requests/complaints followed a downward trend in 2009 with their average number stabilising in

4. EETT Decision 530/174/14-07-2009.



the last 7 months at 600 per month. In comparison to 2008, the total number of written requests/complaints with respect to the Electronic Communications services in 2009 fell by 27.3% (dropping from 13,088 in 2008 to 9,513 in 2009).

In 2009, 50% of the complaints about Electronic Communications services were related to Local Loop issues (e.g. faults, connection cancellations, delayed activations, poor customer service), while roughly 22% related to fixed telephony issues (e.g. Carrier Pre-Selection, disputed bills, etc.). Complaints about Electronic Communications issues are shown in Chart 2.2., broken down by category.

With respect to the radiofrequency spectrum, the Spectrum Directorate received 1,488 written complaints concerning construction of mobile telephony antennas. In the Postal Services sector, EETT received 219 written requests/complaints, 54% of which related to problems in the provision of the Universal Service (US). In addition, complaints about Courier Services concerned mostly delayed delivery of items to their destinations. A detailed breakdown of all written complaints about Postal Services is shown in Chart 2.3.

In addition, during 2009, EETT received 13,862 telephone requests/complaints from consumers, a figure almost 35% lower than the corresponding 2008 figure (21,475 requests/complaints). Their majority pertained to issues relating to Local Loop Unbundling (LLU), disputed bills, carrier pre-selection, damages, the quality and availability of specific services provided by Electronic Communications providers and Postal

Services enterprises, and mobile telephony antennas licensing. A thematic breakdown of the calls served by the CSS in 2009 is given in Chart 2.4.

2.2. Interventions to the Benefit of the Consumer

During 2009, within the context of its competences, EETT took new important initiatives which aimed at ensuring protection of consumer rights, as well as at providing quality and innovative services. Furthermore, EETT continued its efforts geared towards shaping a competitive environment in terms of both infrastructures and services by implementing regulatory (e.g. amendments to Regulations) as well as informative actions (e.g., recommendations to consumers).

Reduced Mobile Telephony Rates

Continuing their gradual fall, as of 1 January 2009, mobile telephony rates dropped from 0.1003 euro/minute in 2008 to 0.0786 euro/minute.

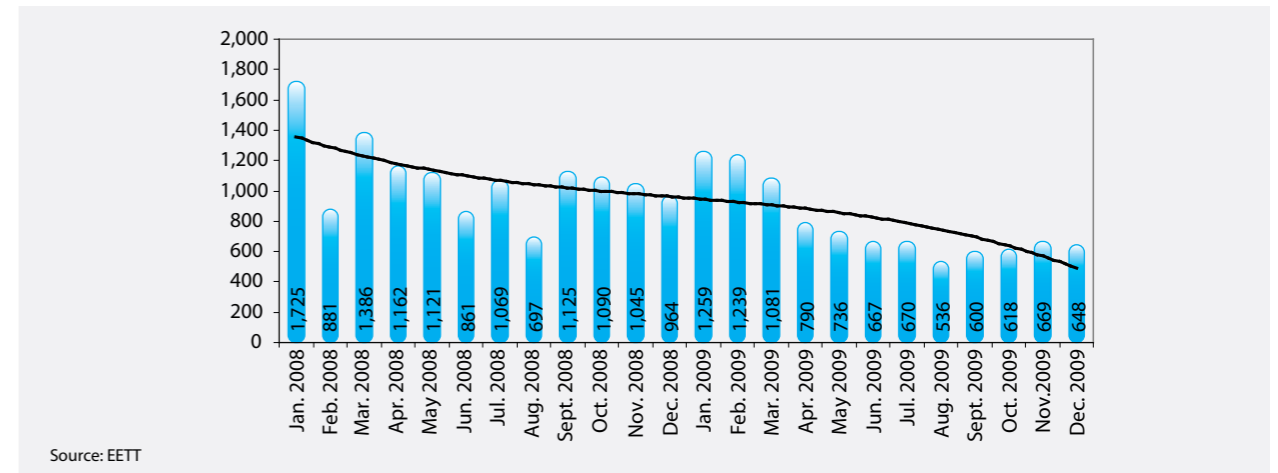
With respect to international roaming prices, as of 1 July 2009, mobile telephony subscribers travelling in European Union (EU) countries enjoy new lower rates while making or receiving calls, sending messages, and using the Internet. Analytically, the cost of making a call fell by 9% (to 0.39 from 0.43 euro/minute) and the cost of receiving a call by 21% (to 0.15 from 0.19 euro/minute).

Table 2.1.

Classification of Written Requests/Complaints, 2004-2009

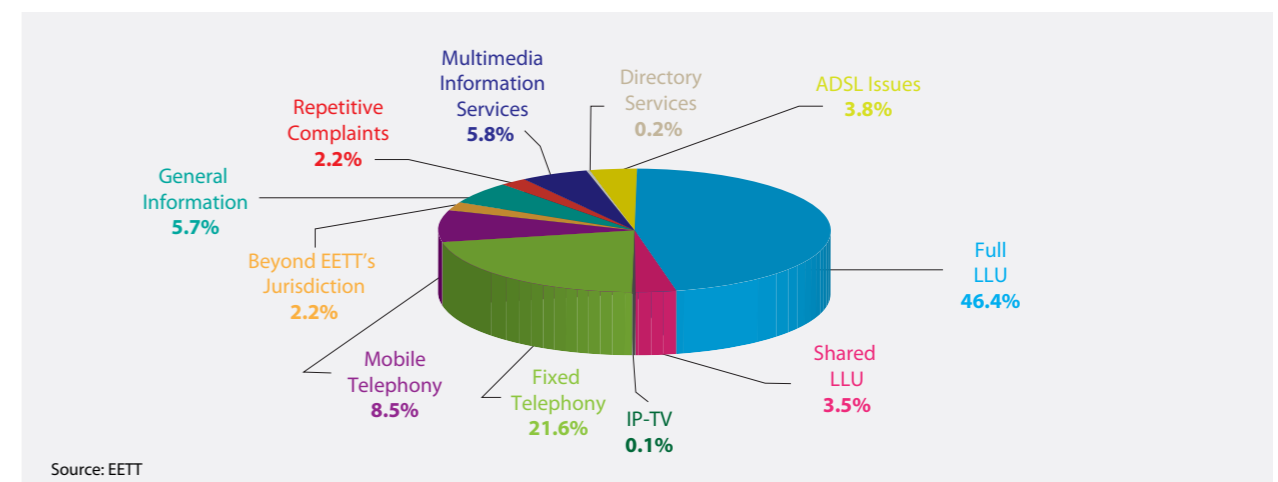
CATEGORY	2004 (%)	2005 (%)	2006 (%)	2007 (%)	2008 (%)	2009 (%)
RADIOFREQUENCY SPECTRUM (antennas)	54	36	17	6	6	13
ELECTRONIC COMMUNICATIONS SERVICES	36	57	76	90	89	78
Internet	7	11	21	10	10	3
Mobile Telephony	10	5	6	3	4	12
Fixed Telephony	18	40	48	77	75	63
POSTAL SERVICES	2	1	1	1	1	2
GENERAL INFORMATION	8	6	6	3	4	7

Chart 2.1. Monthly Progress of the Total Number of Written Complaints about Electronic Communications Services, 2008-2009



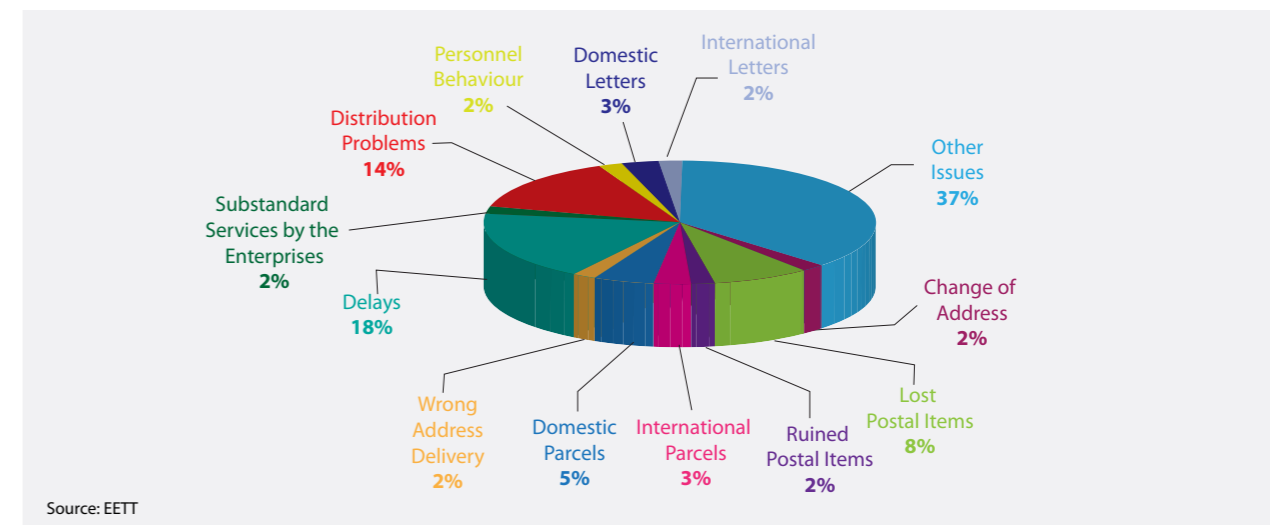
Source: EETT

Chart 2.2. Breakdown of Written Complaints about Electronic Communications Issues per Category, 2009



Source: EETT

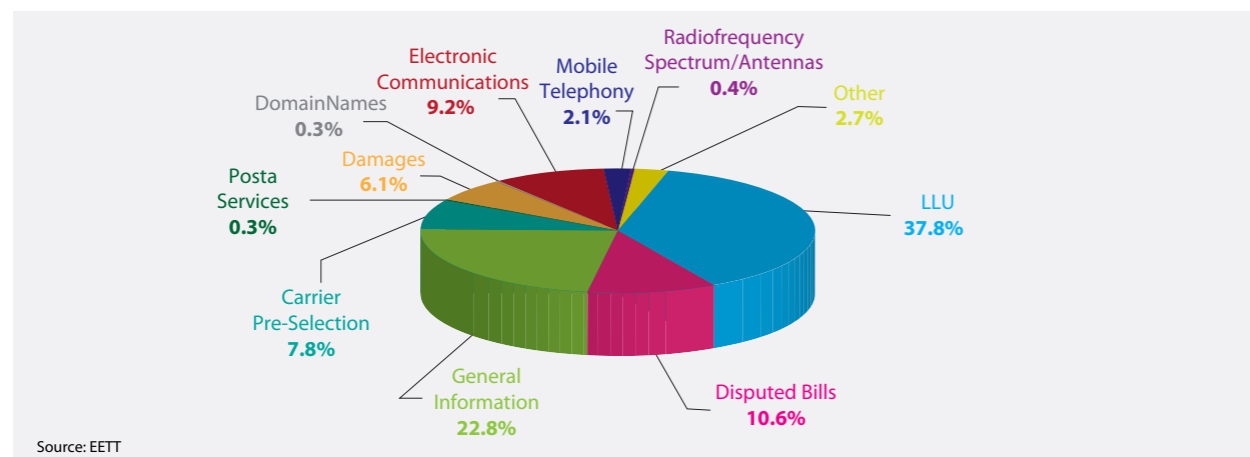
Chart 2.3. Classification of Written Requests/Complaints about Postal Services, 2009



Source: EETT



Chart 2.4.
Classification of Consumers' Telephone Requests/Complaints, 2009



Reduced Prices and Higher Speeds of Broadband Services

The inspections into and constant supervision of LLU and Physical Collocation sites have benefited the end-consumer, given that:

- A considerable drop was recorded in the prices of broadband access packages along with a simultaneous increase in transmission speeds and an improved quality of services offered.
- A considerable increase was recorded in the penetration rate of double-play (telephony and constant Internet access) and triple-play products (telephony, constant Internet access, plus digital cable television). At the same time, the convergence of Electronic Communications networks nowadays has rendered the offer of quad-play products (telephony, constant Internet access, plus digital cable television, and mobile telephony) possible.

Amendment of the Code of Practice for the Provision of Multimedia Information Services

EETT's actions focused on dealing with the problem of subscribers charged for messages sent under Premium Short Message Services (PSMS) to short codes of the 54XXX series (e.g. votes, contests, etc.) and included both technical inspections of the providers involved and provision of helpful information to consumers.

Furthermore, EETT amended its Code of Practice for the Multimedia Information Services (MIS), which now imposes special obligations on MIS providers regarding the provision of accurate and full information to the consumers with respect to subscriber-only MIS, and

particularly PSMS. These obligations include, inter alia, providing the consumer with full information in relation to services provided only under subscription, and characterising the consumer's subscription to any subscriber-only MIS as an independent and distinct transaction. These obligations also include sending to consumers a Short Message Service (SMS) text before and after their subscription (following the consumer's explicit consent) giving them in clear terms information on the subscription action, the relevant charges, the provider's identity, and the procedure to be followed when cancelling the subscription.

Proposal for Reducing the Time Required for Number Portability

EETT carried out a Public Consultation with respect to issues that arose during the implementation of the existing regulatory framework governing Number Portability and with respect to proposed amendments thereto. The most important among these proposed amendments is expected to be carried out within 2010 and relates to reducing the time required for processing the portability of a number to 3 working days as of the date of submission of a subscriber's relevant application.

Ensuring the Integrity of the Public Fixed Telephone Networks and the Availability of Public Fixed Telephone Services

In April 2009, with a view to ensuring the provision of fixed telephony service to citizens even in emergency situations, EETT submitted a Recommendation to the Ministry of Infrastructures, Transport and Networks

(MITN) to issue a Joint Ministerial Decision (JMD) that will lay down the minimum obligations Electronic Communications service providers will have in ensuring the integrity of public telephone networks and the availability of public fixed telephone services. These obligations include, inter alia, conducting a risk assessment, a business impact analysis, and drafting both a business continuity plan and a business recovery plan.

Moreover, the Recommendation includes issues related to the timely and effective provision of information to consumers with respect to events that threaten or affect the operation of the network and the provision of the services.

Ability to Measure the Quality Characteristics of Broadband Connections

Via its Geographical Information System (GIS), EETT enables the consumers to verify the indicative broadband connection speeds in the areas that may be of interest to them. The calculations for the speeds are based on the road network (assuming that copper cables do move along the road network) and are only indicative, given that they are approximate and also depend on a number of other important factors (e.g. quality of the cabling).

In addition, EETT⁵ developed a new national infrastructure in order to measure the quality characteristics of broadband connections in our country. The new infrastructure is called Broadband Quality Measurements Node (BQMN) and is part of the international "Measurement Lab" system, also known as "M-Lab". This node is equipped with a series of advanced diagnostic tools, via which visitors can measure the real quality characteristics of their broadband connection and identify some of the technical problems appearing more frequently.

Recommendations to the Consumers

Following up on relevant complaints and with a view to enhancing the protection of consumers calling international destinations, in March 2009, EETT recommended to consumers, inter alia, that they ask providers for detailed information on whether calls to international destinations carry any charges, on the exact amount of such charges, and on the existence of any telephone numbers that may be exempt from the providers' offers. At the same time, the applicable legislation obliges providers to post on their website a detailed pricelist of the services they provide, so that

they may keep consumers and/or the public informed of the provider's rates for these services.

Moreover, in July 2009, within the context of its competences relating to providing consumers with accurate information on MIS (and particularly on the fact that those are premium rate services and on what the exact amounts of their rates are), EETT addressed once again a recommendation to consumers. Specifically, it advised consumers not to register their mobile phone number on any website, unless they have previously read carefully all the terms and conditions under which the service that interests them is provided, as well as all the terms of any advertisements, in order to verify whether it relates to a subscriber-only service or a service they can only obtain by sending more than one SMS text message.

Restructuring the EETT Website Consumer Section

In order to upgrade the way information of interest to consumers is displayed and to enable interactive communication with the citizens via the Internet, EETT restructured its consumer-related web pages on its website. Emphasis was laid on guiding all interested individuals through, so as to enable them to easily locate the specific piece of information that interests them, search for instructions, and seek solutions to problems. Moreover, EETT developed a special e-communication form, through which, under their own name, consumers may submit their questions or comments. EETT's replies are dispatched via e-mail and are also grouped and posted on its website in the "Consumer Issues" section. Last, the "e-complaint" system is a function that enables online submission of consumer complaints regarding Electronic Communications issues.

Measures Protecting Postal Services Consumers

The new Regulation on Individual Licences for Postal Services issued by EETT includes the terms and conditions relating to user protection. According to this Regulation, the Charter of Obligations to Consumers (COC) of each postal enterprise is required to include the enterprise's specific obligations towards consumers, in relation, among other things, to the quality of provided services, the turnaround time for delivery, the steps each postal enterprise takes with respect to the handling of undelivered postal items, the transparency and release of information (with emphasis on pricelists), and the procedures enterprises follow when responding to consumer complaints.

5. In cooperation with the Greek Research and Technology Network (GR-NET) and the multinational consortia Measurement Lab Partnership (M-Lab/MLP) and Planet Lab Consortium (PLC).

Moreover, the Code of Practice expected to be issued in 2010 will clearly define the overall behaviour and the obligations postal enterprises carry towards consumers with respect to such issues as the sales of services, the minimum number of consumer information points, the procedure for resolution of disputes, the Individual Contract/Express Delivery Voucher (EDV), the quality of the provided services, the processing of and investigation into consumer requests, the presentation of the rates charged.

2.3. Informative Actions

In January 2009, EETT launched a project for the preparation and implementation of a strategic information plan for the wider public. The main guidelines of this action plan are (i) to highlight the importance of broadband, and (ii) to inform the consumers on their rights and obligations, as well as on the new available options in the sectors of Electronic Communications and Postal Services. Within the context of this project, EETT carried out the actions described below.

Information Campaign on Broadband in the Media

In 2009 an extensive information campaign on broadband was launched throughout Greece, inviting the wider public to discover reasons and motives for adopting broadband in everyday life. Television, radio, the press and the Internet have been the main vehicles of this campaign, at both national and regional level.

The campaign involved the creation of:

- 2 television spots,
- 2 print advertisements,
- 2 radio messages,
- 3 advertorials, and
- 1 information leaflet on the subject of "Broadband, Learn what it can offer you".

The first promotion wave was completed in March-April 2009. The second stage of the campaign was postponed due to the parliamentary elections (in October).

Website on Broadband (www.broadband.gr)

Within the context of this particular campaign, EETT also designed and developed a specialised website

(www.broadband.gr), which promotes its information campaign on broadband, includes useful references and statistical data, and also hosts the GIS application.

EETT's International Conference on "Convergence of Broadband Telecommunications and Media"

In May 2009, EETT successfully organised the 4th International Conference on Broadband, on the subject of "Convergence of Broadband Telecommunications and Media", which brought together, among others, representatives of foreign Regulators, international and national authorities entrusted with competences in the sectors of Electronic Communications and Media, participants in the European and the domestic Electronic Communications and Media markets, public organisations, representatives of the consumers, as well as academics. The aim of the Conference was to highlight the new challenges and opportunities heralded by the new digital era as a result of the interaction between telecommunications, the Internet and the Media. The keynote speech was delivered by the President of the "One Laptop per Child" organisation and co-founder of the MIT Media Laboratory, Professor Nicholas Negroponte.

One-day Conference on the Digital Dividend

Having flagged 2009 as a "Year of Convergence of Broadband Telecommunications and Media", EETT successfully organised on 24 February 2009 a One-day Conference on the subject of "Digital Dividend, Challenges and Opportunities in the New Digital Era". The Conference aimed at initiating a dialogue among all interested parties (Electronic Communications service providers, the Media, state representatives) on issues related to the regulatory framework, the new technologies and their advantages, as well as the business opportunities created through the liberalisation of the spectrum.

Dictionary on Informatics and Broadband

EETT published its "Illustrated Dictionary on Informatics and Broadband", which constitutes a powerful tool for better understanding and utilising the new technologies. With this initiative, EETT seeks to offer to basic (secondary) education pupils a scientifically documented tool on terminology regarding electronic computers and Broadband and help them appreciate the enormous potential and prospects the new media offer. The Dictionary is based on the material of the Oxford Illustrated Dictionary

on Informatics and incorporates chapters on "ICT and Broadband Internet" and "Telecommunications and the Media" especially abridged for the purpose.

"Code of Practice for the Provision of Electronic Communications Services" Leaflet

Within the context of its publishing activities, EETT issued an eight-page leaflet containing the key points of the Code of Practice to be adhered to when providing Electronic Communications services to consumers. It was disseminated in the form of an inset in three major Sunday newspapers. The Code refers to every stage of the relationship between providers and consumers, placing emphasis on the right consumers have to receive detailed and clear information and on their right to opt for new services or change their providers. In the leaflet, particular attention has been paid to the obligation providers have towards consumer to state/cite explicitly and transparently the charges involved in the services they provide.

Dissemination of the Guide of the Informed Consumer

Motivated by the celebration of the World Telecommunications Day (on May 17, 2009) EETT had 100,000 copies of its printed "Guide of the Informed Consumer" disseminated through promoters in the cities of Athens, Thessaloniki, and Patras. The Guide provides answers to questions frequently asked by consumers, includes useful information on consumer rights and provider obligations, and provides consumers with guidelines on the procedures appropriate when filing complaints.

In September 2009, EETT proceeded with the publication of a second edition of this Guide, which was enriched by additional information which included issues relating to Wholesale Line Rental (WLR), Wi-Fi Hot spots, and wireless broadband Internet access via computer and mobile phone. Moreover, it updated the Guide's thematic sections on international

roaming, Domain Names, e-mails, and subscriber-only MIS.

Participation in the 74th Thessaloniki International Fair

For a second consecutive year, EETT participated in the Thessaloniki International Fair (TIF), on September 5-13, 2009. Through its kiosk's activities, EETT focused on informing the public on issues relating to the Authority's competences in the Electronic Communications and Postal Services markets. Specifically, visitors had the opportunity to obtain information about their rights and obligations as users, as well as to acquire relevant printed material (e.g., The Guide of the Informed Consumer, the Code of Practice for the Provision of Electronic Communications Services, etc.). All schoolchildren who visited the EETT kiosk received a free copy of The Illustrated Dictionary on Informatics and Broadband Internet.

One-day Conference on Postal Services

On 18 March 2009, EETT organised a One-day Conference on the subject of "Developments in the Postal Market, Regulatory Interventions and Growth Prospects". The aim of the Conference was to provide enterprises and other competent bodies of the Postal Services sector with more complete information on the postal market's recent developments, liberalisation course, and growth prospects. Moreover, it provided a springboard for the expression of concerns and thoughts on potential new business activities and regulatory interventions in the Postal Services industry. The One-day Conference brought together representatives of the European Commission, the Postal Operators Council of the Universal Postal Union (UPU), the Consumer Ombudsman, the Universal Service Provider (USP), Courier Services enterprises, as well as representatives of the logistics, advertising, and foreign press distribution industries.





3. ELECTRONIC COMMUNICATIONS SECTOR

In 2009, EETT completed the second round of definition and analysis of the markets relating to the provision of broadband services based on the new Recommendation issued by the European Commission in 2007 and within the context of its regulatory role. Additionally, it launched a series of Public Consultations on issues such as the Reference Interconnection Offers (RIO) of the three mobile telephony providers and the Reference Offers of OTE for Local Loop Unbundling (LLU), for the provision of Wholesale Leased Lines and of Part Circuits.

Moreover, EETT took initiatives for promoting Broadband and deploying Next Generation Access (NGA) networks. Within the context of the convergence between Broadband Telecommunications and Media, EETT completed the amendment of its Regulation on General Authorisation for providers of networks producing or broadcasting radio-television programmes, and conducted a study regarding the optimum range of the Digital Dividend.

The following sections analyse EETT's overall actions in the Electronic Communications sector in the course of 2009.

3.1. Market Analysis based on the European Regulatory Framework

According to the Regulatory Framework governing the provision of Electronic Communications and Network services, EETT is responsible for carrying out a definition and analysis of the relevant markets in the Greek Territory, as well as for imposing any regulatory obligations (as required per case) when it ascertains that a certain market is not adequately competitive. The market definition and analysis process must take place as soon as possible after the adoption or subsequent revision of the Recommendation issued by the European Commission regarding the relevant markets.

In this respect, having already looked into Market 7 ("Voice Call Termination on Individual Mobile Communications Networks"), EETT also completed the second round of definition and analysis of Markets 4 and 5 included in the new Recommendation by the European Commission⁶.

Market 4: Wholesale (Physical) Network Infrastructure Access provided at a Fixed Location.

Market 5: Wholesale Broadband Access.

In compliance with the Recommendation by the European Commission to the member states to jointly analyse Markets 4 and 5, EETT analyzed those markets and, within the context of the second round of analysis, submitted its proposals regarding these markets to the scrutiny of a nationwide Public Consultation⁷ between December 17 and February 13, 2009.

Next, EETT carried out a complementary national Public Consultation⁸ in the period February 17-March 17, 2009, so as to record the views of the market with respect to the commercial launch of OTE's retail broadband product called "Conn-x TV", to the extent that it affected EETT's conclusion regarding Markets 4 and 5. Taking into consideration the comments made by participants in the Consultation, EETT notified⁹ the European Commission and the other national

6. EC Recommendation E(2007) 5406 of 17 December 2007 (OJ L344/65, 28-12-2007) re: "Relevant product and service markets within the Electronic Communications sector susceptible to ex ante regulation in accordance with Directive 2002/21/EC of the European Council and of the Council on a common regulatory framework for Electronic Communications networks and services".

7. EETT Decision 504/098/16-12-2008.

8. EETT Decision 511/060/16-02-2009.

9. EETT Decisions 527/054/16-06-2009 and 527/055/16-06-2009.



Regulatory Authorities of its Draft Measures with respect to the definition, the analysis of the competition level, and the proposed regulatory obligations for these markets.

The European Commission approved the proposed Draft Measures on 21 July 2009¹⁰ and EETT issued the relevant Decisions¹¹ after taking into consideration to the greatest possible extent the European Commission's comments. In its relevant Decisions, EETT concluded that both LLU and Wholesale Broadband Access (WBA) continue to exist as distinct wholesale markets where effective competition has not as yet developed and where OTE continues to hold Significant Market Power (SMP).

Hence, following the first round of analysis of the relevant market, EETT maintained most of the regulatory obligations imposed on OTE and introduced amendments relating mostly to the obligation for granting access to and use of special facilities in both markets. Furthermore, it also maintained the obligations regarding price control in the WBA market.

More specifically, the obligations imposed by EETT on the LLU market regarded the following issues:

- Granting access (full and shared access to metal Local Loops and sub-loops), including the obligations for collocation and for granting access to ducts/pipes and manholes.
- Non-discriminating treatment.
- Transparency, including the obligation to publish a relevant Reference Offer.
- Accounting separation.
- Price control and cost-orientation.

Further, the obligations imposed by EETT on the WBA market related to:

- Granting access to and use of the network's special facilities, with the addition of a new type of access up to the DSLAM point of presence (or multiplexing node).
- Non-discriminating treatment.
- Transparency, including the obligation to publish a relevant Reference Offer.
- Accounting separation.

- Price control and cost-orientation according to which WBA services are offered at cost-oriented prices.

3.2. Promoting and Ensuring Healthy Competition in Networks and Services

3.2.1. Interconnection

In relation to the market for call termination on mobile networks, among other regulatory requirements, EETT decided¹² to impose on the three providers of mobile telephony networks (COSMOTELCO, VODAFONE and WIND) the obligation for transparency. The obligation regarding transparency requires that the three providers publish a RIO comprising a specified minimum content. In addition, in order to strengthen the control over the same providers' compliance with the transparency obligation, EETT found it necessary to enhance its 'ex ante' intervention, by making it mandatory for those providers to submit the Reference Offer about to be published for EETT's ex ante approval.

In 2009, EETT completed a Public Consultation on the above issue and gathered comments and proposed amendments from providers of Electronic Communications networks. EETT has registered the comments made by participants in the consultation and has been studying their suggestions in order to formulate its final proposal regarding the amendments to the RIO it will demand of the three providers of mobile telephony networks.

3.2.2. Unbundled Access to the Local Loop-Collocation

Following up on letters by OTE and other providers and after conducting a relevant Public Consultation with the market¹³, EETT deemed necessary the amendment of OTE's Reference Unbundling Offer (RUO) so as to clarify certain provisions and address special issues. The relevant EETT Decision¹⁴, inter alia, provides for:

- Combined meetings between OTE and providers for the management of damages.
- An increased number of Physical Collocation's scaffoldings.
- Liberation of scaffoldings in Physical Collocation sites.

- Allocating the construction costs among providers in cases where expansion of the sites of Physical Collocation has been observed.

Thereafter, within the context of specifying the regulatory obligations of the provider holding SMP in the Market for Wholesale (Physical) Network Infrastructure Access provided at a Fixed Location¹⁵, EETT placed under Public Consultation the Reference Offer for Full and Shared Unbundling of the Local Loop, Sub-loop, and the Relevant Facilities which had been proposed by OTE. The process of updating the Reference Offer is expected to have been completed within the first half of 2010.

At the same time, within the context of further developing LLU, EETT proceeded to take the following actions:

- In February 2009, it held a Hearing of the providers ALGONET, ALTEC, ATTICA TELECOM, COSMOTELCO, CYTA HELLAS, FORTHNET, HELLAS ON LINE, LANNET, NETONE, ON TELECOMS, TELEDOME, OTE, VIVODI, VODAFONE, VOICENET and WIND on the subject of pricing the electrical power supplied by OTE at the Local Exchanges (L/E) where the above providers are physically collocated. The process for pricing the electrical power was laid down by a relevant EETT Decision¹⁶.
- In March 2009, it held a Hearing on the subject of OTE's compliance with the provisions of the applicable legislation on Electronic Communications with the EETT Decisions¹⁷ and with Law 703/1977¹⁸ on controlling monopolies and oligopolies and protecting free competition. The Hearing was based on OTE's replies to EETT's letters regarding the remaining pending requests¹⁹.
- In May 2009, it summoned the providers COSMOLINE, CYTA HELLAS, FORTHNET, HELLAS ON LINE, NETONE, ON TELECOMS and OTE to a Hearing whose purpose, given that OTE holds SMP in the specific market, was to investigate OTE's compliance with its obligations towards granting to the remaining providers free access to technical interfaces and protocols within the context of providing LLU services.

In 2009, EETT continued with the registration of the sites of physical collocation and with its inspection into those sites' capacity, with a view to facilitating decision-making for their optimum use. Those actions contributed to a series of positive developments. More analytically:

- The number of OTE's L/E with existing and operational physical collocations for the entitled providers had gradually increased to 168 by December 2009. In addition, the number of OTE's L/E providing Remote Collocation rose to 704 in December 2009. As a result, the alternative providers have now access to a customer base of at least 4,800,000 subscribers, out of a total of roughly 5,248,000 telephony subscribers in the country (a share of 91.5%).
- The number of Local Loops operating in the entitled providers' networks rose from 646,000 in December 2008 to 987,000 in December 2009 (roughly 19% of all telephone lines in the country).
- OTE continues to deliver to the entitled providers more pairs available for activation. Specifically, in December 2009, the available pairs came to 1,867,000, having increased by 52% compared with the 1,232,000 pairs available at end-October 2008.
- The number of loops presenting delay problems in their implementation has dropped dramatically in absolute terms, as it has remained below 1,000 for the entire country since January 2009. Given that in July 2009 that number ranged between 200 and 300, the trend seems to continue steadily downwards.

3.2.3. Ensuring the Provision of Universal Service

Upon completion of the secondary institutional framework (Ministerial Decisions-MD) governing the provision of the Universal Service (US) by the competent Ministries, EETT proceeded to take specific actions based on the relevant authorising provisions. Specifically, pursuant to the issuance of MD 28120/974/11-05-2007 laying down the requirements,

10. EETT Decision 355/40/21-07-2009 re: Letter by the EC (SG-Greffe (2009) D/4332)-EC Comments pursuant to article 7 paragraph 3 of Directive 21/EC on "Case EL/2009/0934: wholesale (physical) network infrastructure access (including shared and fully unbundled access) at a fixed location in Greece and Case EL/2009/0935: wholesale broadband access in Greece".

11. EETT Decisions 531/065/23-07-2009, GG Issue 1550/B/28-07-2009 and 531/066/23-07-2009, GG Issue 1549/B/28-07-2009.

12. EETT Decision 498/046/05-11-2008.

13. EETT President's Decision 1620/610/12-03-2009.

14. EETT Decision 522/028/12-05-2009, GG Issue 1038/B/01-06-2009.

15. Market 4 of the New Recommendation by the European Commission.

16. EETT Decision 531/232/23-07-2009.

17. EETT Decision 429/015/04-04-2007, GG Issue 620/B/25-04-2007, particularly with respect to the provisions of Chapter 2.8 and of Annex 14 to Chapter 3.1 thereof, as currently in force after its amendments by EETT Decisions 443/028/09-07-2007, GG Issue 1555/B/17-08-2007 and 470/038/04-03-2008, GG Issue 490/B/19-03-2008.

18. Articles 2 and 2a.

19. EETT Letters under Ref. No. 65565/17-12-2008, by which EETT asks to be informed by OTE "...according to article 63 paragraph 4 of Law 3431/2006, within an exclusive deadline of ten (10) days after receipt hereof, on the remaining overdue requests", and under Ref. No. 2544/20-01-2009, by which EETT asks that it be informed by OTE in relation to 2,997 requests it had verified that they remain pending.



selection criteria, and procedure for appointing a Universal Service Provider (USP), it carried out a Public Consultation in the period January 16-February 16, 2009 whose purpose was to specify the reliability criteria for the selection of the USP.

It should be noted that an enterprise is eligible for USP candidacy as long as it had demonstrated that it can reliably provide the respective elements of the US. To substantiate such reliability enterprises interested in becoming USPs submit to EETT data of a technical, economic, and service level nature mainly which corroborates to the fact that the candidate meets the required reliability criteria.

The specification of the above criteria was carried out in the context of the relevant call for expressing interest. The call for the provision of the US in whole or in part was addressed to enterprises providing Electronic Communications networks and/or services to the public. One provider which met the relevant criteria responded to the call and expressed its interest in providing only one element out of the set of services constituting the US. The element regarded the provision of information services relating to a comprehensive telephone and subscriber directory for the entire Greek Territory, in printed or, alternatively, in electronic format. Thereafter, EETT drafted and placed under Consultation the tender documents referring to the selection of the USP. Upon completion of the Consultation process, it will finalise the documents and launch the relevant tender procedure.

Additionally, in June 2009, EETT drafted and placed under Consultation the relevant Regulation on the definition of the pricing principles governing the US. Once this Regulation –whose issue is expected within the first quarter of 2010- comes into effect, the entire institutional framework governing the US will have been completed.

3.2.4. Inspections of Electronic Communications Providers

The inspections EETT carries out have, first and foremost, two purposes: on the one hand, to verify the companies' compliance with their obligations as providers of Electronic Communications networks and services and, on the other, to safeguard consumer rights within the context of protecting consumers from unfair and abusive trade policies. The above inspections can be carried either ex officio or pursuant to relevant complaints.

In more detail, in the course of 2009:

- EETT carried out on-site inspections of various types of Optical Network Units (ONU) in the L/E of Acropolis, Athinas, and the Kareas district, as well as on-site inspections of 5 OTE's L/E in Thessaloniki –namely, the L/E of Ermou, Thermi, Oreocastro, Sindos, and Diavata. EETT's inspections aimed at checking the space availability for the installation of Physical Collocation as well as the availability of supplying electrical power to the sites in question. Moreover, it carried out ex officio inspections of OTE-Shops which aimed at detecting any unlawful practices on the part of OTE regarding the use of information obtained from its retail department and not made available to the entitled providers.
- Pursuant to relevant complaints, EETT summoned to Hearings several companies providing Multimedia Information Services (MIS) in order to examine any possible infringement of the telecommunications legislation. It also carried out technical inspections of the services provided by these companies.
- Within the year, EETT completed its inspections of supervised Electronic Signature Certification Service Providers (CSP). The inspections aimed at verifying the CSPs compliance with the regulatory framework governing Electronic Signature, and particularly with the criteria and the conditions governing the issue of simple or recognised certificates. It should be noted that EETT's monitoring activities consist of:
 - A formal scrutiny of the CSP's documents relating to the provided services to ascertain whether the documents are complete and compliant with the legislation in force.
 - On-site inspections of the CSP's premises, aimed at verifying their compliance with the constructional, technical, operational, procedural, and organisational requirements of the regulatory framework governing the provision of electronic signature certification services.

3.2.5. Examination of OTE's Bundled Services/ Programmes

The offer of bundled economy programmes is among the most important challenges faced by Regulatory Authorities, particularly Authorities such as EETT which are responsible for implementing the provisions governing free competition. OTE's economy

programmes are subject to EETT's examination according to the legal framework on Electronic Communications (ex ante) and to the provisions governing competition (ex post).

The ex ante scrutiny involves:

- Defining the services and products offered in these programmes.
- Identifying the relevant markets in which OTE has been defined as SMP provider.
- Checking OTE's compliance with its ex ante obligations.

The ex post scrutiny involves:

- Defining and analysing the relevant markets.
- Defining Significant Market Power (SMP).
- Checking for SMP abuse, such cases may include:
 - Violations of the special responsibility for not restricting competition.
 - Denial of and/or delay in the provision of access.
 - Horizontal leveraging.
 - Predatory pricing.
 - Squeezed prices.

During 2009, EETT examined and approved the following economy programmes submitted for approval by OTE in its capacity as an SMP provider:

- The "OTE talk" and "Conn-x talk" programmes with 60 minutes of free talk time to mobile phones²⁰.
- The "OTelite 180" and "OTelite 300" programmes under the trade name "Fixed 180" and "Fixed and Mobile 300", respectively²¹.
- The "Conn-x@work-plus" programme under the trade name "OTE Business Plus"²².

- The "DP8" programme²³.
- The "OTE Business" programmes which are time packages for business clients²⁴.
- The "OTE Conn-x mixed 300" programme²⁵.

By relevant Decisions²⁶ on economy programmes, EETT disallowed the commercial launch of the "DP4", "DP8" and "Conn-x mixed 180 and 300" programmes, as it verified they did not comply with the obligations under the legal framework on Electronic Communications and the provisions governing competition.

3.2.6. Readjustment of Regulated Prices

Mobile Telephony Termination Rates

In the market for call termination on mobile networks, EETT had imposed a gradual reduction in termination rates with a view to bringing them down from the 10.03 eurocents/minute they stood in 2008 to a projected 4.95 eurocents/minute on January 1, 2011. In other words, EETT planned a gradual reduction of more than half, consisting of the three steps delineated below. The steps involve the appropriate adjustments the three providers of mobile telephony networks (COSMOTE, VODAFONE, and WIND) must make to the regulated price ceilings:

- 1 January 2009, price ceiling of 0.0786 euro per minute.
- 1 January 2010, price ceiling of 0.0624 euro per minute.
- 1 January 2011, price ceiling of 0.0495 euro per minute.

Even as of the first stage of this gradual reduction in early 2009, termination rates had already dropped to 7.86 eurocents per minute.

20. EETT Decisions 527/076/16-06-2009, GG Issue 1394/B/14-07-2009 and 527/077/16-06-2009, GG Issue 1390/B/13-07-2009.

21. EETT Decision 530/202/14-07-2009, GG Issue 1576/B/31-07-2009.

22. EETT Decision 528/076/23-06-2009, GG Issue 1478/B/22-07-2009.

23. EETT Decision 531/063/23-07-2009, GG Issue 1553/B/28-07-2009.

24. EETT Decision 531/105/23-07-2009, GG Issue 1630/B/06-08-2009.

25. EETT Decision 546/070, GG Issue 15/B/15-01-2010.

26. EETT Decisions 512/063/23-02-2009, GG Issue 468/B/16-03-2009 and 543/006/30-11-2009, GG Issue 2493/B/18-12-2009.



Retention Fees–Price Cap

Within the context of EETT's competences authorizing it to inspect OTE's pricelists in the markets in which it holds SMP and verify whether OTE abides by its relevant obligations, EETT set²⁷ new price caps and sub-caps for the regulated retail access and telephony services. The new maximum limits refer, inter alia, to the following services:

Local calls within the OTE network	3.09 eurocents/minute
National calls within the OTE network	5.78 eurocents/minute
Dial-up calls by OTE subscribers to the Internet (including the Greek Single Access Number) when the ISP is hosted by and/or is interconnected to the OTE network.	1.16 eurocents/minute

Note: the above prices (i) reflect the effective price because OTE's pricing policy involves different rate zones, and (ii) do not include VAT.

Moreover, following a Hearing, EETT decided²⁸ in May 2009 to impose an administrative fine of 2,000,000 euro on OTE as it identified an infringement of the legislation on Electronic Communications by OTE. More specifically, OTE had not applied a maximum price limit to the retention fee for calls made by subscribers of its network to mobile telephony subscribers²⁹ as it should have done as provider holding SMP in the relevant market. On the contrary, from the beginning of 2007 to August 2008, OTE had applied a retention fee to calls to mobile networks, that was higher than the one set by the relevant EETT Decisions.

3.2.7. Notifications for Acquisitions and Establishment of Enterprises

In the course of 2009, EETT examined the following notifications and:

- Approved by a relevant Decision³⁰ the notification³¹ for the establishment of the joint venture DIGITAL PROVIDER SA by the companies ALPHA DORIFORIKI TILEORASI SA, ALTER–ELEFThERI TILEORASI SA,

ANTENNA TV SA, EIDISEIS DOT COM SA, MACEDONIA TV SA, MEGA CHANNEL–TELETYPOS SA, NEA TILEORASI–STAR CHANNEL SA and SKAI-NEWS SA.

- Approved by a relevant Decision³² the notification for the acquisition³³ by ON TELECOMS of the exclusive control over VIVODI accompanied by a relevant request for approval of the control change³⁴.

3.2.8. Carrier Pre-Selection

During 2009, the number of connections via Carrier Pre-Selection recorded a downward trend. Indicatively, the Pre-Selection connections amounted to 504,000 at the beginning of the year, while at the end of 2009 they had fallen by approximately 45% to 278,000. This drop was rather expected, given that in this period the connections via LLU rose and numerous Pre-Selection connections were converted to Wholesale Line Rental (WLR) connections under which subscribers receive a joint bill for the calls they make.

3.2.9. Number Portability

Last year was a particularly important period for Number Portability, given that 2009 marked the following records:

1. A total of 1,030,854 phone numbers were ported. It was the largest number of ported numbers within one year, and in fact the first time this annual record exceeded the threshold of 1,000,000 numbers.
2. A total of 486,815 mobile telephony numbers were ported, the largest number of mobile telephony numbers ported within one year.
3. A total of 102,477 phone numbers were ported in December 2009 which was the overall largest number of numbers ported within one month. It should be noted that this was the first time this monthly record exceeded the threshold of 100,000 numbers.
4. A total of 49,918 mobile telephony numbers were ported in December 2009, which was the largest number of mobile telephony numbers ported within one month.

By the end of 2009, a total of 2,872,730 numbers of fixed and mobile telephony had been ported. Table 3.1 presents both on an annual basis and accumulatively the evolution of fixed telephony, mobile telephony and total numbers ported.

Moreover, from June 1 to July 15 2009, EETT carried out a Public Consultation with a view to collecting the views of interested parties on issues that arose during the implementation of the existing regulatory framework, as well as on proposed amendments thereto. The most important among the amendments proposed entailed the reduction in the time required for processing the portability of a number to 3 working days as of the date subscribers submit the relevant application. However, in the case of simultaneous submission of applications for both portability and full LLU, it was proposed that the number portability should be carried out on the day the loop is delivered.

EETT is currently processing the views and comments it has gathered within the context of the Consultation and is expected to proceed with an amendment to the Regulation on Number Portability in the course of 2010.

3.2.10. Cost Accounting Audits

EETT in cooperation with independent chartered auditors has carried out and completed the 2009 cost accounting audit with actual data for 2007 and forecasted data for 2008 and 2009. The submission of the majority of the cost audited data by OTE, including

data necessary for the auditing of the accounting separation statements, started at end-October 2008 and was completed in January 2009.

In November 2008, EETT summoned OTE to a Hearing with respect to its delayed submission of the data required for the cost accounting audit, as well as of the data employed in the auditing of the accounting separation statements for the years 2007 to 2009. By a relevant Decision³⁵ in April 2009, EETT ascertained an infringement of the legislation on Electronic Communications and imposed on OTE an administrative fine of 1,500,000 euro.

Furthermore, by a relevant Decision³⁶, EETT approved the results of OTE's cost accounting audit, stipulating the pricelists for the services which, on the one hand, related to the regulated wholesale markets for which OTE is subject to regulatory obligations for price control, cost accounting, and accounting separation and, on the other, related to the regulated retail markets in which OTE carries the obligation to control prices in the form of cost-orientation. This cost accounting audit addressed a range of services³⁷ the costs of which were calculated on the basis of the following two cost accounting methodologies: (i) Long Run Average Incremental Cost (LRAIC), and (ii) Fully Distributed Cost (FDC).

According to this specific Decision, transition provisions were laid down so as to allow OTE to submit the amended accounting separation statements, the LRAIC statements, as well as the once-off fee for the A/A1 and II backhaul circuit to the ADSL Network (OKSYA). The above were submitted by OTE within the deadline.

Table 3.1.
Evolution of Ported Fixed and Mobile Telephony Numbers

Year	Mobile Telephony		Fixed Telephony		Total	
	Quantity of Numbers	Accumulatively	Quantity of Numbers	Accumulatively	Quantity of Numbers	Accumulatively
2004*	16,123	16,123	1,156	1,156	17,279	17,279
2005	49,641	65,764	27,403	28,559	77,044	94,323
2006	117,767	183,531	44,798	73,357	162,565	256,888
2007	358,517	542,048	300,909	374,266	659,426	916,314
2008	362,601	904,649	562,961	937,227	925,562	1,841,876
2009	486,815	1,391,464	544,039	1,481,266	1,030,854	2,872,730

**Start of operation of the specialised National Reference Database on Number Portability (EVDAF) which constitutes the special database used in facilitating the implementation of Number Portability in Greece.*

35. EETT Decision 518/028/08-04-2009.

36. EETT Decision 519/056/14-04-2009, GG Issue 837/B/06-05-2009.

37. Interconnection, LLU (including Collocation services), WBA, Interconnection Leased Lines, Wholesale and Retail End to End Leased Lines, as well as Number Portability.

27. EETT Decision 519/056/14-04-2009, GG Issue 837/B/06-05-2009.

28. EETT Decision 521/06/15-05-2009.

29. EETT Decisions 412/021/29-11-2006, GG Issue 1900/B/29-11-2006, 418/016/19-01-2007, GG Issue 253/B/27-02-2007 and 443/068/09-07-2007, GG Issue 1422/B/08-08-2007.

30. EETT Decision 525/115/02-06-2009.

31. According to article 4b, Law 703/1977.

32. EETT Decision 545/037/17-12-2009.

33. According to Articles 4 ff., Law 703/1977.

34. According to Article 7 of the Regulation on Transfer of Radiofrequency Rights of Use.



By its relevant Decisions³⁸, EETT approved both the accounting separation statements and the pricelists proposed for Leased Lines and OKSYA, respectively.

What is more, in November 2009, EETT commenced the 2010 cost accounting audit of OTE with actual data as of 2008. The submission of the majority of data by OTE for this specific audit started in early October 2009 and the results are expected to be announced in the first months of 2010.

3.2.11. Accounting separation

According to a relevant EETT Decision³⁹, OTE specified and regulated, inter alia, the elements required for the implementation of its accounting separation obligation in the individually defined Electronic Communications markets in which it holds SMP.

In the context of the 2009 cost accounting audit with actual data as of 2007, OTE submitted the accounting separation statements to be audited. In the course of this audit, EETT identified certain weaknesses in the implementation of the accounting separation obligation, mainly in relation to cases of transfer charges. As a result, EETT imposed⁴⁰ on OTE improvement proposals for the correct implementation of those weaknesses, via the adjustment of OTE's cost accounting system which will be assessed during the 2010 cost accounting audit with actual data as of 2008.

It should be noted that, in July 2009, OTE posted for the first time on its website accounting separation statements following EETT's systematic recommendations.

3.2.12. Electronic Signature

EETT proceeded to create and post on its website a Trusted Service List (TSL) of supervised/accredited CSPs. This List includes information on all CSPs which issue recognised certificates and are supervised/accredited by EETT in matters pertinent to their compliance with the relevant provisions of Directive 1999/93/EC.

The TSL aims at facilitating effective cross-border use of

Electronic Signatures based on recognised certificates and at promoting trust in Electronic Signatures irrespective of the member state the signee or the provider issuing the recognised certificate is based out of. In addition, it represents a significant step towards facilitating interoperability of information systems between and among the EU member states, so that procedures and formalities for accessing and/or exercising service provision activities can be easily carried out either remotely or online, as Directive 2006/123/EC⁴¹ pertaining to services within the EU market also dictates.

The obligation to compile, maintain and publish a TSL stems from a Decision⁴² of the European Commission which calls for all member states to create TSLs, supplying all information necessary for Electronic Signature ratification and following a single standard and detailed technical specifications.

3.2.13. Domain Name Assignment

The steadily upward path of Domain Names assignments ending with [.gr] implies the increasing use of the Internet and the growth of online transactions in our country. The total number of Domain Names including the sub-domains (com.gr, net.gr, org.gr, edu.gr and gov.gr) can be seen in Table 3.2, while Table 3.3 presents the number of assignments in relation to applications per month for January-December 2009. The average assignments-to-applications ratio stood at 84% in 2009, compared with 89% in 2008 and 92% in 2007.

For reasons of comparability between the figures appearing in the Tables of Domain Names assigned and applied for, the time reference set corresponds to the date the application was submitted rather than to the date on which EETT reached an assignment/rejection Decision.

In March 2009, by a relevant Decision⁴³, EETT awarded to the Foundation for Research and Technology Hellas-Institute of Computer Science (FORTH-ICS) the open public tender regarding the project of developing

Table 3.2.
Assigned [.gr] Domain Names, 2008-2009

Domain Level	2007	2008	2009
.gr	194,307	239,623	283,643
.com.gr	8,283	10,142	12,029
.net.gr	749	841	895
.org.gr	413	533	599
.edu.gr	631	746	902
.gov.gr	105	473	605
Total	204,488	252,358	298,673

and installing the Registration System for [.gr] Internet Domain Names and of operating and managing it for a 5-year period. It should be noted that FORTH-ICS was the manager of this Registry during the previous 5-year period as well.

Moreover, in June 2009, EETT carried out a Public Consultation with respect to the amendment and codification of the provisions of the Regulation on the Management and Assignment of [.gr] Domain Names. The aim was to improve the way that Domain Names

Table 3.3.
Number of Assigned [.gr] Domain Names in relation to Applications, 2009

Months	Applications	Assignments	Rejections
January	7,875	7,091	784
February	8,929	7,816	1,113
March	10,805	7,842	2,963
April	8,068	7,301	767
May	9,323	8,576	747
June	8,210	7,693	517
July	7,999	7,397	602
August	5,343	4,998	345
September	8,297	7,806	491
October	9,867	8,735	1,132
November	10,830	8,575	2,255
December	6,240	4,153	2,087
Total	101,786	87,983	13,803

38. EETT Decisions 529/158/30-06-2009, GG Issue 1489/B/23-07-2009 and 529/159/30-06-2009, GG Issue 1489/B/23-07-2009.

39. EETT Decision 482/051/26-05-2008, GG Issue 1151/B/24-06-2008.

40. EETT Decision 529/159/30-06-2009, GG Issue 1489/B/23-07-2009.

41. Directive 2006/123/EC of the European Council and of the Council of 12 December 2006 on services in the internal market.

42. EC Decision 2009/767/EC of 16 October 2009 setting out measures facilitating the use of procedures by electronic means through the 'points of single contact' under Directive 2006/123/EC of the European Council and of the Council on services in the internal market.

43. EETT Decision 514/29/10-03-09.



are registered and the way that the registrars operate. In this direction, EETT has proposed regulatory interventions with respect to the following main points:

- a. Registration, renewal, transfer, and deletion of names, change of trade name, change of registrar.
- b. Operation of registrars under a stricter regulatory framework of operation, in order to ensure a higher quality for the services of Domain Name assignments provided to consumers.

3.2.14. Wholesale Leased Lines

In the period June 18-July 20, 2009, EETT carried out a Public Consultation with respect to the proposals submitted by OTE for amendments to the EETT Decisions⁴⁴ on the provision of Wholesale Leased Lines and Part Circuits, taking into consideration the implementation of the already published Reference Offers and the current conditions in the respective markets.

Taking into consideration the comments made by interested parties within the context of the consultation, EETT decided⁴⁵ to approve OTE's proposals with some amendments. Moreover, it invited OTE to submit for approval a new Reference Offer document applying the amendments in question, thus replacing and unifying the Reference Offer documents on the Provision of Wholesale Leased Lines and on the Provision of Part Circuits.

The new Reference Offer document for Wholesale Leased Lines OTE submitted was placed under Public Consultation by EETT in the period December 24, 2009–February 15, 2010.

3.2.15. Wholesale Rental of Public Telephone Network Access Lines

Wholesale Line Rental (WLR) offers to alternative providers the ability to rent out access lines to the end-user on wholesale terms, and to resell them to

consumers. In this way, the alternative provider has a full retail relationship with the customer with respect to all telephone services, issuing a joint bill that covers both the access line and the telephone calls. The WLR services offered include wholesale rental of PSTN lines, wholesale rental of ISDN-BRA Digital Access Lines, and Digital Services through Wholesale Rental of PSTN and ISDN-BRA access lines.

The first contracts between OTE and the providers who had expressed an interest in providing telephone services through WLR were signed in the course of 2009, pursuant to EETT's Decisions regarding the Reference WLR Offer⁴⁶ and the costs related to the WLR⁴⁷. At the moment, there are 4 WLR providers with active connections. Table 3.4. presents the upward trend observed in the number of active connections of WLR in the course of the year.

Table 3.4.
Number of Active Wholesale Line Rental Connections

30-06-2009	9,459
30-09-2009	29,987
31-12-2009	42,405

3.2.16. Measures for the Protection of Consumers from Dialers

After the termination in October 2008 of the blocking measures on calls to international destinations for the protection of consumers from the possible existence of malicious dialers, EETT continued to monitor this issue in 2009 as well. In cooperation with the fixed telephony providers, it kept on checking the volume of traffic to international destinations throughout the year via the fortnight reports submitted by the providers, aiming at identifying potential threats to consumers arising from malevolent dialers.

The specific problem appears to have abated: Since the date the latest blocking measures were applied, no relevant consumer complaints have been submitted to EETT and no unusual increase in traffic was recorded by the providers' fortnight reports to EETT.

3.2.17. Charges of International Telephone Numbers

In March 2009, EETT addressed a recommendation to consumers, given that it had received complaints by fixed telephony subscribers regarding charges for telephone calls they had placed to international telephone numbers (mainly to the United Kingdom), while the telephony package which they had agreed to did include free calls to international destinations.

EETT stressed, inter alia, the following:

- The fixed telephony packages offered by fixed telephony providers frequently incorporate free international calls to fixed telephone numbers.
- Consumers interested in entering or having already entered into a contract with a provider that involves such a package, are well advised to obtain detailed information from their provider on whether calls to international destinations involve any charges, on what the amount of such charges may be, and on what numbers, if any, are possibly exempt from the specific offer.
- The providers are obligated under the telecommunications legislation in force to post on their website a detailed pricelist, so that consumers may be informed of the charges of the services provided. Some providers have even made available on their website a special online tool that informs consumers of the particular rates involved in calls to each telephone number. EETT did carry out inspections in order to verify whether the providers had posted on their websites detailed information on the rates charged, but did not detect any infringements of the legislation in force.

3.2.18. National Numbering Plan

Numbering issues are regulated by Decisions of the Ministry of Infrastructures, Transport and Networks (MITN)⁴⁸ and of EETT⁴⁹. In the period July 2-August 3, 2009, a public consultation was carried out with respect to the submission of a Recommendation to the Minister of Infrastructures, Transport and Networks for the amendment of the Decisions on Numbering. Having taken into consideration the comments made by all interested parties, EETT issued a Decision⁵⁰ on the amendment of the MD and submitted a relevant Recommendation to the competent Minister, proposing the following:

- To increase the numbering resources available for assignment in number categories where necessary.
- To further regulate the use of numbers corresponding to new services (such as the personal numbers service) in which, currently, users are increasingly interested.
- To introduce specific regulations regarding the use of the 800, 801, 806, 812 and 825 numbering series.
- To introduce a new facility for online submission of numbering-related applications to EETT.

3.2.19. Ensuring the Integrity of Public Fixed Telephone Networks and the Availability of Public Fixed Telephone Services

In March 2009, EETT decided⁵¹ to submit a Recommendation to the Ministers of Interior, Decentralisation and Electronic Government and of Infrastructures, Transport and Networks that a Joint Ministerial Decision (JMD) be issued, laying down the providers' minimum obligations in ensuring the integrity of public telephone networks and the availability of public fixed telephone services, as foreseen by Law 3431/2006⁵². The content of the Recommendation was finalised following a Public Consultation with the participation of providers active in the Greek Electronic Communications market, as well as other bodies.

The specification of these minimum obligations, with which the providers of fixed public telephone networks must comply, aims at ensuring the provision of fixed telephony service to the citizens in any event, even under emergency situations that may come about due to destructive damage or force majeure. The Recommendation includes a series of requirements that must be met by enterprises that operate public telephone networks at fixed locations. The following obligations are indicatively mentioned:

- To conduct a risk assessment and a business impact analysis.
- To prepare a business continuity plan and a business recovery plan.
- To strengthen the network's resilience through back-up measures with respect to the network's equipment,

44. EETT Decisions 470/037/2008 re: "Approval of OTE's Reference Offer for the provision of Wholesale Leased Lines, in application of EETT Decision 401/014/06-09-2006 (GG Issue 1419/B/26-09-2006)", GG Issue 498/B/20-03-2008, and 477/002/23-04-2008 re: "Approval of OTE's Reference Offer for the provision of Part Circuits, in application of EETT Decision 401/014/06-09-2006 (GG Issue 1419/B/26-09-2009)", GG Issue 987/B/28-05-2008.

45. EETT Decision 531/064/23-07-2009 re: "Approval of the proposed amendments to OTE's Reference Offers for the provision of Wholesale Leased Lines (EETT Decision 470/037/04-03-2008, GG Issue 498/20-03-2008) and the provision of Part Circuits (EETT Decision 477/002/23-04-2008, GG Issue 987/B/28-05-2008)", GG Issue 1552/B/28-07-2009.

46. EETT Decision 478/115/06-05-2008, GG Issue 988/B/28-05-2008.

47. EETT Decision 499/092/22-10-2008, GG Issue 2404/B/26-11-2008.

48. MD 26634/924/03-05-2007 re: "National Numbering Plan of Electronic Communications Services".

49. EETT Decision 441/121/21-06-2007 re: "Regulation on the Management and Assignment of the Numbering Resources of the National Numbering Plan", GG Issue 1260/B/23-07-2007.

50. A EETT Decision 545/036/17-12-2009 re: "Submission of a Recommendation to the Minister of Infrastructures, Transport and Networks for the amendment of MD under Ref. No. 26634/924/03-05-2007 re: 'National Numbering Plan of Electronic Communications Services'".

51. EETT Decision 515/77/17-03-2009.

52. Article 57, paragraph 4.



power supply, physical safety, maintenance, and operation restoration.

- To ensure the completeness and availability of all information necessary for the provision of the services.
- To ensure unremitting access to emergency services.

Moreover, the draft Recommendation includes issues related to the prompt and effective provision of information to consumers with respect to events that threaten or affect the operation of the network and the provision of the services. According to Law 3431/2006 on Electronic Communications, EETT will verify the providers' compliance with the minimum obligations included in the above Recommendation.

3.2.20. Multimedia Information Services

In 2009 EETT took a series of actions to address issues relating to cases of subscribers charged for Premium Short Message Services (PSMS) to short codes of the 54XXX series (e.g. votes, contests) which provide MIS. In more detail:

1. After conducting technical inspections of the provided services and processing the relevant complaints, EETT held Hearings to which it summoned the providers involved in order to examine any possible infringement of the legislation.
2. In both November 2008 (when the problem first arose) and, again, in July 2009, EETT published recommendations addressed to consumers, urging them to exercise caution when registering their mobile phone numbers on websites, and always read through the terms and conditions posted on those websites.
3. In July 2009, following the numerous complaints it had received by consumers in the previous twelve months and after conducting a relevant Public Consultation, EETT decided⁵³ to amend the Code of Practice for the provision of MIS. This amendment regards mostly the imposition of special obligations on MIS providers for providing consumers with accurate and full information on subscriber-only MIS and PSMS in particular. Among other things, under their new obligations providers must specifically:
 - Clearly and fully disclose to consumers through each promotional activity the fact that the offer pertains to a subscriber-only service and that

reception of PSMS may possibly entail charges for the consumers interested in that service.

- Characterise the consumer's subscription to any subscriber-only MIS as an independent and distinct transaction which must not be identified or confused with any request by the consumer for any other content or service (e.g. quiz game) unrelated to the specific subscriber-only MIS.
- Send SMS to the consumers both before and after their subscription, informing them clearly on the subscription action, as well as on the relevant charges, the provider's identity, and the procedure involved in cancelling the subscription. Users will be registered as subscribers only after having granted their explicit consent through their answer to a question posed by the provider as to whether they accept to be registered for the specific subscriber-only service.
- Send a monthly reminder to consumers registered for a subscriber-only MIS regarding their subscription.

3.2.21. Regulation on International Roaming

As of 1 July 2009, mobile telephony subscribers travelling to any member state of the European Union (EU) avail themselves of the new lower rates for making or receiving calls, sending messages and using the Internet. The European Commission, in cooperation with the Regulatory Authorities of the member states, monitored the evolution of the prices of voice call, SMS, and data services and decided to include these in the amendment of the 2007 Regulation on Roaming. The Regulation went into effect in July 2009.

Over the next three years, regardless of whether they enjoy post-paid or pre-paid status, all subscribers of Greek mobile telephony companies travelling to one of the countries of the EU as well as Iceland, Lichtenstein or Norway, will be charged as follows:

	Making a Call	Receiving a Call
As of 01-07-2009	Up to 0.43 euro/minute	Up to 0.19 euro/minute
As of 01-07-2010	Up to 0.39 euro/minute	Up to 0.15 euro/minute
As of 01-07-2011	Up to 0.35 euro/minute	Up to 0.11 euro/minute

Other regulations that came into force include:

- A maximum limit for sending SMS texts while travelling in the member states of the EU (0.11 euro).
- A reduction in the cost involved in using the Internet as far as the wholesale price is concerned (1 euro per MB gradually reduced to 0.5 euro by 2011).
- Mechanisms for the protection of consumers against bill shock after using their mobile phone or laptop to access the Internet while in roaming mode.

3.2.22. Identification of Anonymous Users of Pre-paid Telephony

In November 2009, pursuant to Law 3783/2009⁵⁴, the implementation of the procedure for the identification of the pre-paid subscribers took place. This procedure aims at identifying the holders and users of mobile telephony equipment and services under pre-paid, post-paid, or other form of mobile telephony status, for reasons of national security and for assistance in the investigation of particularly serious crimes. According to this Law, EETT is appointed as the Authority competent for controlling the identification procedure.

On the basis of the new legislation, all pre-paid mobile telephony subscribers are now obligated to report the details of their police-issued identity card, so that their personal data can be matched against the number of the mobile device (MSISDN) and the SIM card (ICCID) in their possession. Moreover, should subscriber and user are not one and the same person, the identity card of the user should also be reported. The declaration of the details shall be accompanied by the submission of a Solemn Statement of Law 1599/1986 on the accuracy of the reported data, shall be addressed to EETT, and shall be kept in record under the care and responsibility of each provider.

All pre-paid mobile telephony subscribers must have their data reported by July 30, 2010. Once that deadline has expired, mobile telephony providers shall be obligated to immediately disconnect provision of the service to unidentified subscribers.

3.3. Broadband Development

3.3.1. The Progress of Broadband in Greece

In 2009, emphasis was placed as much on the further convergence of Greece with the EU in matters of

broadband penetration as on ensuring the quality of the services provided. To this purpose, EETT proceeded to: implement a series of interventions for more effective damage compensation, speed up the provision of broadband access, reduce the number of complaints lodged, provide consumers with better information on the quality of broadband connections, and overall ensure a healthy competition environment and effective protection of consumers.

EETT's actions had a positive impact on the broadband market, particularly with respect to the improved quality of the broadband services provided. Specifically, the number of broadband connections rose to 1,916,000 (17% penetration) at the end of 2009, from 1,506,614 at the end of 2008 (up by 27%). Broadband lines through LLU accounted for 41.5% at year's end in 2009, compared with 36% at year's end in 2008.

The rapid growth of Broadband is reflected in the Report by the Communications Committee (COCOM), according to which, in terms of the increase in the number of broadband lines per resident, in the period June 30, 2008-June 30, 2009 Greece ranked 4th among the 27 member states of the EU (with 4.5 lines per 100 residents compared to a European average of 2.2%). Despite the fact that, in June 2009, Greece still occupied the 5th lowest position with regard to broadband penetration (15.6% compared with 23.8% in the EU), its lagging behind the leading countries was considerably shortened, enabling Greece to achieve a higher ranking in 2010. An increase is also observed in nominal access speeds as the total of broadband lines corresponded to speeds of 2 Mbps or higher with 36% of that total them exceeding speeds of 10 Mbps. At year's end in 2008, the respective figures were 59.4% and 32.6%. Additionally, the average speed of access to ARYS (ADSL) lines hovered close to 4.4 Mbps, compared with 2.85 Mbps at year's end in 2008

3.3.2. Next Generation Access Networks

EETT is interested in and closely monitors developments with respect to NGA networks, given that the specific technologies have already been developed and are gradually being implemented across various European countries. Depending on the technology and the competition conditions prevailing in the markets affected, some Regulatory Authorities have taken relevant initiatives and/or measures.

Anticipating the changes forthcoming due to the switchover to NGA networks, the European Commission has issued two documents. The first document, currently in its second round of consultation, is a draft

53. EETT Decision 478/115/06-05-2008, GG Issue 988/B/28-05-2008.

54. Re: "Identification of holders and users of mobile telephony equipment and services, and other provisions", GG Issue 136/A/07-08-2009.

Recommendation regarding the regulation of access to NGA networks in case these are developed on the initiative of market players and has been drafted by the Directorate General for the Information Society⁵⁵.

The second document, which comprises guidelines and has been issued by the Directorate General for Competition⁵⁶, refers to state subsidies available in the market for broadband networks, NGA networks included. The main objective of the European Commission is to achieve a higher level of broadband coverage and penetration at faster rates, offsetting any potential negative impact with regard to competition distortion. Nevertheless, it should also be noted that such state subsidies do not rule out market initiatives in the field of broadband connections. The guidelines, aiming at promoting competition and preventing the exclusion of private investment, include certain crucial safeguards, such as the implementation of an open public tender procedure, the selection of the most advantageous offer, the obligation for open (wholesale) access, the establishment of assessment criteria during price-setting, and abiding by the principle of technological neutrality.

EETT participated in the preparation of both these documents. Despite the fact that the document of the Directorate General for the Information Society has not yet been finalised, EETT did take into consideration its principles during its analysis of Markets 4 and 5 of the relevant Recommendation⁵⁷. In addition, within the context of its supervisory and monitoring competences, EETT has started conducting inspections into the OTE pilot NGA network (VDSL).

3.3.3. Rights of Way

In June 2009, EETT issued a Regulation⁵⁸ that determines the fees for the rights of way and the rights of use for networks that lie under, on, or over communal and public areas, as well as areas within the jurisdiction of Local Government Organisations (OTA). The issue of this specific Regulation came after the results of a Public Consultation completed in April 2009 were processed. The Consultation had aimed at a joint calculation of the fees for the rights of way and the rights of use for Electronic Communications networks and relevant

facilities. It should be reminded that, as early as 2007, EETT had carried out a similar Consultation and had submitted to the MITN a Recommendation for the issue of a JMD regarding the rights of way. However, as the issue of the JMD was experiencing delays, EETT decided to repeat the specific Consultation in order to gather the views of the parties involved in their updated form.

The Regulation on the rights of way forms an integral part of an overall process aimed at eliminating the difficulties of the past and creating common rules of treatment so as to foster investments for the development of Electronic Communications infrastructures which will contribute decisively in the provision of broadband services to all citizens. The rate calculation methodology applied was based on the joint request by all market participants for simplicity and transparency. In brief, these fees are:

- I. Once-off way's fees for new networks (from here on):
 - a. Trenches: 406.95 euro per kilometre of passage.
 - b. Ground facilities (e.g. manholes, cabinets): 244.17 euro per facility.
- II. Annual usage fees for already existing networks and new networks (from here on):
 - a. Mathematical formula for calculating the fees for trenches (in euro per kilometre): the Average Objective Value (AOV)⁵⁹ applicable in the specific municipal district (in euro per m² per year) multiplied by 0.175.
 - b. Ground facilities (e.g. manholes, cabinets): 0 euro.

Moreover, the amount of the fees is set at zero in the following cases:

1. Way and use in areas that belong to Municipalities which are recorded by the latest census as having a total population of less than 5,000 residents, or to Local Administration Districts recorded as having a total population of less than 1,000 residents.
2. Way and use in areas outside the city plan.
3. Way and use for aerial networks and relevant easements (boxes, poles, etc.).
4. Way and use for submarine networks.

5. Way and use in cases of works carried out for reasons of maintenance, damage repair, network upgrading, and/or end-user connections located at a distance of up to 200 metres from the route of the existing public Electronic Communications network.
6. Way and use in cases of excavation works carried out for the expansion of existing infrastructures or the interconnection of existing networks at distances of up to 200 metres.
7. Way in cases of installations of manholes that serve cabinets (placement/removal of ducts and/or cables) and are located in the area near these cabinets.

3.3.4. Broadband Quality Measurements Node

In cooperation with the Greek Research and Technology Network (GR-NET) and the multinational consortia Measurement Lab Partnership (M-Lab/MLP) and Planet Lab Consortium (PLC), EETT has developed a new nationwide infrastructure for measuring the quality characteristics of broadband connections in our country. The new infrastructure is called Broadband Quality Measurements Node (BQMN) and is part of the international "Measurement Lab" system, also known as "M-Lab".

The users of broadband Internet access services are now in a position to avail themselves of modern infrastructures and technologies, visiting – via EETT's⁶⁰ Geographical Information System (GIS)–the websites which will assist them in measuring the actual quality characteristics of their broadband connection and troubleshoot some of the most frequently appearing technical problems. Users can access the following tools:

1. **Network Diagnostic Tool (NDT):** Measures the real access speed and receives diagnostic information on problems that limit the broadband connection speed.
2. **Glasnost:** Checks whether an Electronic Communications provider restricts or obstructs the service of file exchange among users (Bittorrent).
3. **Network Path and Application Diagnosis (NPAD):** Allows the identification of technical problems in the computer or the connection from the user's home/office.
4. **Pathload2:** Constitutes an alternative tool for measuring the actual speed of access.
5. **ShaperProbe:** Locates traffic shaping mechanisms applied by the Internet Service Provider (ISP).

6. **NANO:** Examines whether an ISP undermines the performance of a specific sub-set of Internet users, applications, or destinations.

The installation and operation of the BQMN in our country was the result of EETT's excellent cooperation with local and international bodies. EETT procured and brought the necessary material and technical infrastructure into operation. GR-NET provided and has been maintaining the equipment installation and operation facilities, the BQMN's connection with the Internet via its own network, and the node's interconnection with the providers' networks, via the national neutral interconnection node (Greek Internet Exchange-GRIX) it has organised and operates. Last, M-Lab and PLC undertook the node's operation and management in cooperation with EETT, while researchers from institutes and academic institutions developed, installed, and have been operating the measurement tools used by the end-users.

3.3.5. Geographical Information System

EETT's GIS is a system that combines information on Electronic Communications networks with geographical data and displays it against a cartographic background. It constitutes the first online 'cadastre' of networks, enabling the consumers to remain informed on the areas of the Greek Territory where 'fast' Internet (ADSL) is available and on the access speeds expected.

In the context of the ADSL technology (as it applies to the majority of consumer connections), connection speed cannot be guaranteed. The subscribers' maximum connection speed is a function of the weakening signal and is greatly affected by the distance of their terminal equipment from the telecommunications L/E. Given that the L/E locations are known, one can calculate the available (yet indicative) maximum ADSL speeds per area/residence.

EETT, via the GIS, offers consumers the opportunity to verify the indicative connection speeds for certain points on the map. These speeds are calculated based on the road network (under the assumption that copper cables move along the road network) and are only indicative, given that:

- a. Distances are approximate, and
- b. Speeds also depend on other important factors (e.g. quality of the cabling), which may further reduce the expected access speed.

Given the increased options offered to consumers today (IPTV, Triple Play services, etc.), the GIS displays

55. http://ec.europa.eu/information_society/policy/ecommlibrary/public_consult/nga_2/index_en.htm#responses.

56. EC Guidelines on the application of EC Treaty State rules to the public funding of broadband networks (17-09-2009), <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:C:2009:235:0007:0025:EL:PDF>.

57. EC Recommendation 2007/879/EC of 17 December 2007 on relevant product and service markets within the Electronic Communications sector, <http://eurex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2007:344:0065:01:EL:HTML>. In more detail, Market 4 refers to Wholesale (physical) Network Infrastructure Access (including shared or fully unbundled access) at a fixed location, while Market 5 refers to Wholesale Broadband Access.

58. EETT Decision 528/075/23-06-2009, GG Issue 1375/B/10-07-2009.

59. The AOV is calculated on the basis of publicly available data of the Objective Real Estate Value Calculation (APAA) system of the Ministry of Economy and Finance.

60. <http://mapsrv1.terra.gr/eettutilities/map.aspx>.



the zones where the distance from the L/E has no negative effect on the expected quality of these services.

More specifically, the system includes the following functions:

- 1. Broadband Map of Greece:** Gives a general picture of the areas with broadband coverage. Using the Zoom-in, Zoom-out, and Shift functions, users are able to move around on the map and get to the area that is of interest to them.
- 2. Map of ADSL-IPTV Speeds:** Displays in detail the areas covered by broadband services. The available cartographic data analysis displays information at the level of building blocks. By typing the address that interests them, the users reach information on the maximum possible connection speeds available in the selected area, as well as on their distance from the telecommunications L/E. The same map displays the zones in which the expected quality is satisfactory for the provision of IPTV services (television through the Internet).
- 3. Websites of Providers:** Displays links to the websites of broadband ADSL service providers for facilitating users who wish to quickly access the providers' contact details.
- 4. Wireless Internet Access Points:** The users can locate either the registered Wireless Internet Access Points (Wi-Fi Hot Spots) offering free access or the enterprises that offer this specific service at a price.
- 5. BQMN:** The system offers a link to the BQMN giving access to the M-Lab platform's NDT tool which users can use to measure their real Internet connection speed.

GIS and Rights of Way

The GIS is a remarkably useful tool not only to consumers but also to providers and public authorities, offering the opportunity to calculate fast and easily the fees for the rights of way and the rights of use for the Electronic Communications networks.

Specifically, EETT's GIS includes (in a pilot phase) 5 Municipalities in Athens and Thessaloniki, on which part of the optic fiber infrastructures of the Electronic Communications providers is displayed. The system's operation offers multiple benefits. Providers and public

authorities can obtain information on the existing infrastructures (e.g. optic fiber, copper cables, or gas, water supply, sewerage and power supply pipes) in each area, so as to avoid damages or repeated road pavement excavations. In addition, each provider can calculate the fees for the rights of way and the rights of use regarding the route that the optic fiber network under construction will follow, as well as to obtain information on the competent authority to which the provider should submit the relevant rights of way application. Once the route has been constructed and displayed, both the provider and EETT will be able to calculate the exact and final usage fees. For the calculation and payment of the passage and usage fees, EETT ensures that this special 'clever' map displays updated data of the authority responsible for road pavement maintenance (e.g. Local, Prefectural, or Regional Government), as well as the AOV applicable each time.

3.3.6. Convergence of Broadband Telecommunications and Media

Amendment of the Regulation on General Authorisation

Following up on the Public Consultation it had carried out in the period November 17-December 16, 2009, EETT decided⁶¹ to amend its Regulation on General Authorisation aiming at determining the rights and obligations of the providers of networks producing or broadcasting radio-television programmes vis-à-vis the end-users.

EETT distinguished three categories of Electronic Communications networks via which radio-television programmes are transmitted:

- 1.** Networks that transmit terrestrial digital broadcasting signals using frequencies assigned for radio-television signal transmission according to the Frequency Map applicable each time⁶².
- 2.** Networks that transmit terrestrial analogue broadcasting signals using frequencies assigned for radio-television signal transmission according to the Frequency Map applicable each time⁶³.
- 3.** Broadband networks (not using frequencies assigned for radio-television signal transmission).

The Regulation in question views the parties responsible for the management and operation of terrestrial

analogue and/or digital broadcasting antenna systems installed within Antenna Parks as parties that operate a network that transmits terrestrial analogue and/or digital broadcasting signals and, therefore, also have all the rights as well as the obligations stemming from the relevant legislation applicable each time and from Law 3592/2007 in particular.

Furthermore, the Regulation defines that any party providing network services of terrestrial analogue and/or digital broadcasting signal transmission:

- Is required to comply with the provisions of the applicable Frequency Map.
- Must use radiofrequencies or channels assigned for radio-television signal transmission.
- Is not entitled to use any radiofrequency or channel assigned for radio-television signal transmission without the prior consent of all entities to which a relevant licence has been assigned.
- Is required to exclusively carry on any radiofrequency or channel the content of the entities to which the use of the radiofrequency or the channel has been assigned.
- Is subject to all the obligations related to the use of radiofrequencies or channels for radio-television signal transmission and to the transmission's technical characteristics, terms, and specifications.

For providers of broadband networks that transmit radio-television programmes, the Regulation stipulates that they must provide broadcasting signal distribution services. Once they do so, they have all the rights as well as obligations stemming from the legislation applicable each time⁶⁴.

Moreover, all entities providing broadcasting signal distribution services via broadband networks,

- Must only carry content that has been approved or licensed by the Greek National Council for Radio and Television (NCRTV).
- Are obligated to enter into an agreement with the enterprise of which the content shall transmit and that enterprise has a license or approval for radio-television content.

EETT Study on the Digital Dividend

The Digital Dividend refers to the part of the spectrum that will remain available when all licensed television stations will switch to digital transmission. As this spectrum section is of extraordinary value, it has to be

allocated in the best possible way to the benefit of the country's citizens.

According to Law 3592/2007, the Frequency Map of terrestrial digital radio-television signal broadcasting is determined by a JMD of the Minister of Transport and Communications and of the Minister entrusted each time with the responsibilities of the Minister for Press, pursuant to an opinion expressed by EETT. In order to be able to express an informed opinion, EETT assigned the conduct of a specific study to a consultancy company regarding the optimum range of the digital dividend, its distribution to accommodate various uses, and the technical terms and conditions for the coexistence of these uses with the digital television transmissions.

The main conclusions of this study can be summarised as follows:

- It is recommended that the Digital Dividend in the "harmonised" 790-862 MHz frequency band be made available for the development of advanced Electronic Communications services.
 - The number of digital television content transmissions that will emerge for each region will be equal to or greater than the number of analogue licences foreseen by the JMD 15587/1997⁶⁵.
 - A second spectrum section demarcated in the range between channels 28 and 32 could be used for the development of networks that provide ancillary radio-television services for covering cultural, sport, and other events, high definition television programmes (HDTV), security services, etc.
- In addition, EETT proposed the following actions:
- The immediate establishment of a coordinating body of the involved state authorities for the smooth transition to digital television.
 - To plan within 2009 a national strategy governing: a) the liberalised spectrum, and b) the digital dividend that will emerge after the transition period.
 - To issue the required regulatory provisions as foreseen by Law 3592/2007.
 - To define the Antenna Parks.
 - To temporarily license the digital channels. The process must be a gradual one and involve measured steps (preferably outside the 790-862 MHz band).
 - To accelerate efforts for the prompt and smooth licensing of digital television.

61. EETT Decision 513/014/03-03-2009, GG Issue 492/B/18-03-2009.

62. Activity Code No. A0108.

63. Activity Code No. A0109.

64. Law 3592/2007 re: "Concentration and Licensing of Mass Media Enterprises, and other provisions", GG Issue 161/A/20-08-2008.

65. As in force from time to time and as stipulated by Law 3592/2007.



Access to Application Programme Interfaces and Electronic Programme Guides

In the period July 20-September 4, 2009, EETT conducted a Public Consultation to determine the obligations of operators regarding access to Application Programme Interfaces (API) and Electronic Programme Guides (EPG). The Regulation to be issued aims at ensuring the end-users' ability to access specific services of digital radio-television transmissions. It also aims at ensuring that such access will be offered on fair, reasonable, and equitable terms.

What is more, the Regulation specifies that during access provision the operators are obligated to:

- Make available all the required information that will allow the providers of interactive digital television services to provide in a full and functional manner all the services supported by the API.
 - Publish the following, prior to providing the service and within a reasonable period of time as determined by EETT: a) the technical characteristics of the API, b) any kind of amendment to an already published Interface, and c) all Decisions on the withdrawal of any interface already published.
- In addition, the operators are required to publish the technical characteristics of the API in detail, fully and adequately so as to:
- Enable the design of digital television equipment that can use all the services provided via the respective interface,
 - Allow the constructors to carry out tests of the applicable basic (key) requirements for the digital television equipment, and
 - Ensure the effective interoperability of the digital television equipment with the network, the characteristics of the interfaces of which are published, and its proper operation.

Moreover, the Regulation to be issued specifies that the operators providing access to EPG are obligated to:

- Ensure that the terms of any agreement with radio-television operators for the provision of EPG services are fair, reasonable, and equitable.
- Ensure that the presentation order of the programmes (content) they provide follows an objective pattern. In addition, the basic principle followed in presenting the programmes must also be published. The content provider will be responsible for the content that appears on the EPG.
- Secure that all television viewers, provided they possess the necessary equipment, enjoy equal treatment when receiving the information included in the EPG.
- Facilitate access by and to all television services included in the EPG services which must be made easily available to all television viewers in possession of the appropriate equipment.
- Take special care when enabling people with disabilities (physically-challenged) to access the services they offer, as long as this is technically viable, and to provide them with all the necessary information on how to use the EPG in an easily accessible way. It should be noted that the various categories of the physically challenged include the hearing impaired, deaf, vision impaired, blind, the mobility challenged, quadriplegics, or individuals presenting a combination of any of the above.

The Regulation is expected to be issued in early 2010.

3.4. EETT's Controlling and Monitoring Actions

In the course of 2009, EETT carried out 102 Hearings with respect to infringements of the legislation on Electronic Communications or of the competition's laws in relation to market operation issues. As a result of these Hearings, it imposed 10 fines amounting to a total of 13,581,000 euro. In another 10 cases EETT issued exonerative Decisions.

Table 3.5.
Results of EETT Hearings, 2009

SUBJECT	NUMBER OF HEARINGS	EXEMPTION	SANCTIONS		
			Fine	Recommendation	Other Sanctions/ Decisions
Carrier Pre-Selection	5	2	2	2	1
Local Loop Unbundling	9	1	2	6	2
Multimedia Information Services	5	-	-	5	-
Cost Accounting	2	-	2	-	-
Comprehensive Directories	2	-	-	1	1
Interconnection/ Numbering/ Leased Lines	2	1	-	-	1
Competition/ Significant Market Power	15	6	2	1	6
Number Portability	3	-	-	1	2
Domain Names	52	-	-	-	-
Provision of Data	1	-	1	-	-
Other	6	-	1	1	4
TOTAL	102	10	10	17	17



3.5. Goals

EETT's main goals in the Electronic Communications sector for 2010 are the following:

A. Goals for the market

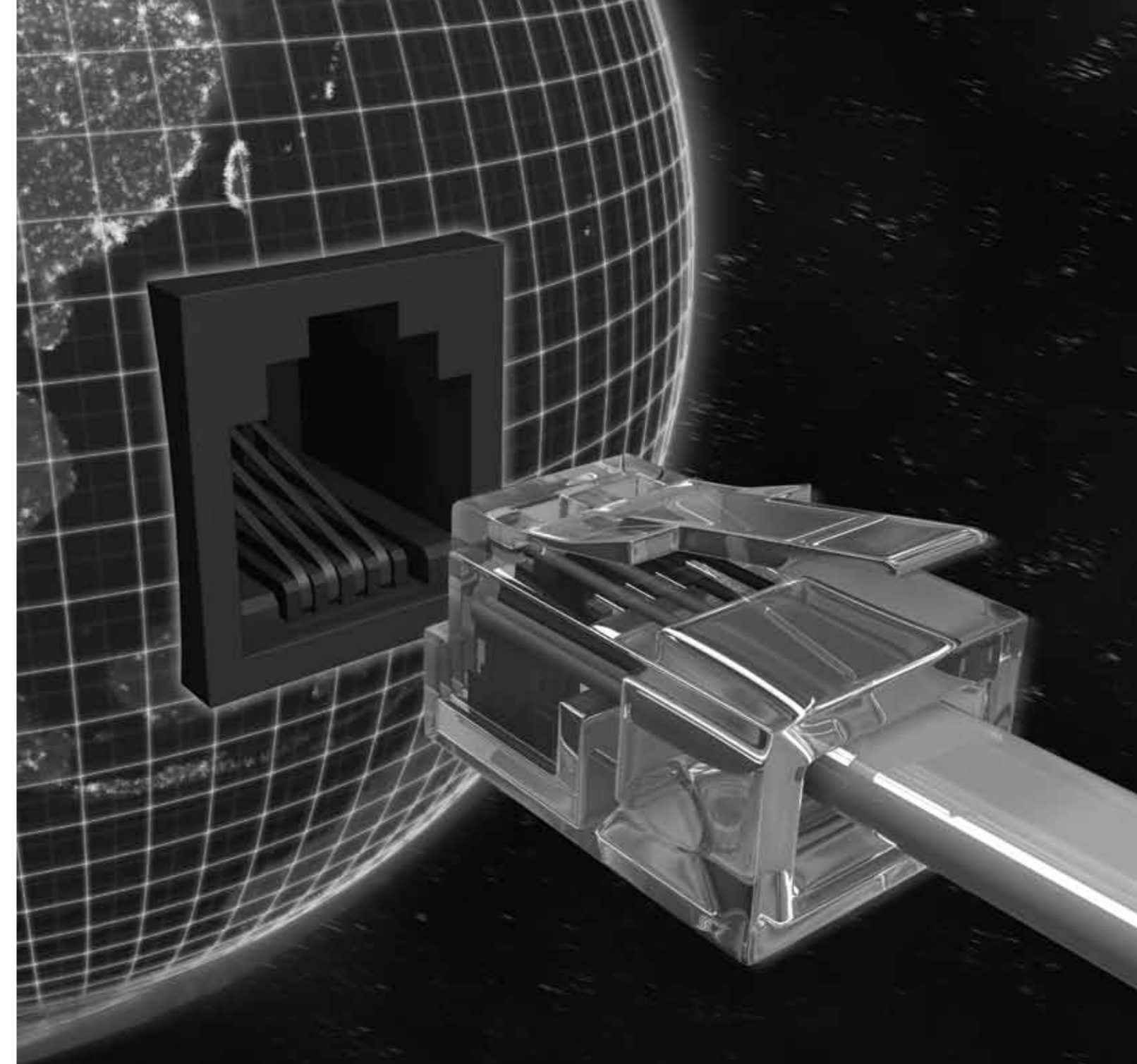
- A1. To ensure the conditions that will allow fair competition practices among providers and the development of healthy entrepreneurship at a services level, and proceed to gradual liberalisation in order to shape markets that have a satisfactory competition level.
- A2. To strengthen competition at the services level in mobile telephony.
- A3. To ensure the conditions that will further encourage providers to climb the investment ladder, placing particular emphasis on the smooth operation of LLU.
- A4. To encourage and support the market through the switchover to NGA networks, (a) by ensuring both the longevity of new infrastructures and the return on existing investments, and (b) by protecting competition at the services level during this switchover.

B. Goals aimed at the consumer

- B1. To strengthen the role of the consumer (a) by ensuring transparent information on pricing and quality issues, and (b) by preventing possible obstructions in cases of consumers wishing to change their service packages or providers.
- B2. To ensure the quality and availability of Electronic Communications services.
- B3. To protect consumers against unfair practices, particularly during the use and the pricing of Electronic Communications services.
- B4. To inform and raise awareness among consumers as well as among public and private sector organisations with respect to the adoption and utilisation of Electronic Communication and Internet services.

C. Internal goals

- C1. To introduce procedures of electronic government and electronic transactions with the market and the public making, among other things, the best of electronic signature.





4. RADIOFREQUENCIES SPECTRUM SECTOR

In 2009, EETT focused on actions aiming to the improvement of spectrum availability by updating the regulatory framework that governs spectrum use and its harmonization with the international technological and regulatory developments.

At the same time, EETT's main concern was to ensure, via effective monitoring, user compliance with the terms of spectrum Rights of use. On the basis of its new responsibilities as they derive from the regulatory framework for digital television EETT placed emphasis on the broadcasting spectrum's monitoring and on the smooth transition to digital broadcasting.

4.1. Spectrum Management and Monitoring

4.1.1. Revision of the Regulation on Terms of Use

Within the framework of spectrum management, EETT's main concern in 2009 was to revise the Regulation on Terms of Use of Individual Frequencies or Frequency bands whose original version had been published in 2006. The Regulation stipulates the technical terms for spectrum use and determines the applications requiring granting of a Radiofrequency Right of Use and the relevant conditions.

This revision was made in the context of the continuous update of the regulatory framework that governs the use of the radiofrequency spectrum, as well as of the need for harmonization with the international developments in technology. The revised Regulation was promulgated⁶⁶ following Public Consultation.

The most significant changes in the use of radiofrequency spectrum, enforced by the revised edition of the Regulation on Terms of Use of Individual Frequencies or Frequency bands, are:

- Harmonization of the use of the 2500-2690 MHz band for Electronic Communications services⁶⁷.
- Harmonization of the use of the 3400-3600 MHz band for wireless Broadband Access⁶⁸.

- Use of Ultra Wide Band (UWB) devices.
- Introduction of Mobile Satellite Service (MSS).
- Redeployment of the uses in the 5.8 GHz band, with the introduction of Broadband Fixed Wireless Access (BFWA) and the Intelligent Transport Systems.
- Allocation of new bands (28 GHz, 65 GHz and 71-76/81-86 GHz) to the fixed service.

4.1.2. Fixed Service

The Fixed Service comprises wireless Electronic Communications networks between specific fixed points. Depending on the needs these networks meet they may fall under one of the following main, two categories:

- Providing Electronic Communications services to the public.
- Covering own telecommunications needs.

In the majority of cases, operation of these networks requires granting of the relevant Radiofrequency Right of Use. During 2009, the following were granted:

- 1,071 new Radiofrequency Rights of Use for point-to-point links, concerning mainly backbone networks of Electronic Communications service providers.

66. EETT Decision 521/32/05-05-2009, "Regulation on Terms of Use of Individual Frequencies or Frequency bands", GG Issue 1010/B/28-05-2009.

67. According to Commission Decision 2008/477/EC.

68. According to Commission Decision 2008/411/EC.



- 167 Radiofrequency Rights of Use for covering own Electronic Communications needs, mainly for the transfer of radio or television programmes from the production point (studio) to the transmission centre.

With regard to legality checks and interference problems in fixed service networks, EETT received a total of 45 complaints. In particular:

- 20 for legality checks and interference problems in wireless access systems (Wi-Fi and Wi-MAX).
- 17 for legality checks of radio-electric links.
- 8 for interference checks in licensed radio-electric links.

Moreover, EETT conducted extended checks of radio link signals transmitted in frequencies of up to 3 GHz, throughout the Greek Territory. The inspections revealed illegal, non-licensed radio link broadcasts for the transmission of radio-television station signal in frequency bands allocated for GSM/DCS/UMTS mobile telephony services as well as for the development of defense systems and aeronautical navigation systems.

EETT cautioned the stations involved in those violations to cease operation of the radio links in question and apply for the grant of Radiofrequency Rights of Use. Most stations complied. For those who did not comply EETT initiated the procedures appropriate for the imposition of the prescribed administrative sanctions.

Moreover, EETT sent letters to numerous radio stations that hadn't yet applied for a radiofrequency right of use for a signal transmission radio link for which no relevant broadcasts had been recorded during the checks. More specifically, EETT requested to be informed as to the method used by each radio station for transferring their programme from the production point (studio) to the transmission network (broadcasting transmitter).

Responding to the Regulatory Authority's request, the majority of radio stations applied for the grant of a radiofrequency right of use for radio links. Only a few claimed that they do not use a radio link but are making use of alternative methods to transmit their programmes.

4.1.3. Satellite Services

The installation and operation of terrestrial satellite stations requires national and international coordination with the existing networks of fixed and satellite service, aiming primarily at the avoidance

of interference. In this context, EETT, in response to a request by the Regulatory Authority of Italy (AGCOM) for the coordination of an Italian terrestrial satellite station with fixed service networks in Greece, implemented all the procedures stipulated by the International Telecommunication Union (ITU) for the harmonization of domestic and foreign satellite stations with the existing terrestrial wireless networks.

Moreover, in 2009:

- 1 governmental terrestrial satellite station and 2 terrestrial satellite stations for the Civil Aviation Authority (CAA) were licensed, in cooperation with the Ministry of Infrastructure, Transport and Networks (MITN).
- 1 Radiofrequency Right of Use was granted for a terrestrial satellite station of an Electronic Communications provider and 4 more Radiofrequency Rights of Use of the same provider were amended.
- 5 Radiofrequency Rights of Use for terrestrial satellite stations of Electronic Communications providers were renewed.

In 2009, within the framework of satellite spectrum monitoring, 3 complaints were lodged with EETT for a legality check into portable terrestrial Satellite News Gathering (SNG) station, as well as for interference checks into a Global Positioning System (GPS) receiver and into a satellite channels receiver. Most of the problems were caused by terrestrial radio links of the fixed service and EETT proceeded promptly to the necessary checks and measurements in order to resolve those problems.

Mobile Satellite Services

Arrangement of the framework for MSS provision at the European level began in mid-2008 with the Decision of the European Parliament⁶⁹ on the selection and licensing of systems providing mobile satellite services (MSS).

With its aim at developing the MSS, EETT responded by incorporating the terms and conditions stipulated by the specific Decision in the last revision of the Regulation on the Terms of Radiofrequency Use in 2009 (see sub-section 4.1.1.).

In May 2009, the European Commission issued a new Decision⁷⁰. Pursuant to that EC Decision, 2 MSS providers were selected as the most appropriate

for the provision of services to the 27 member-states. For the first time ever, provider selection was made centrally, by the European Commission, in a harmonized frequency band, which is the 1980-2010 MHz and 2170-2200 MHz area.

Consequently, member states are now asked to incorporate into their national legislation this new Decision which stipulates that MSS licensing be carried out in terms of General Authorisation and that the appropriate Radiofrequency Rights of Use be granted to the 2 selected providers.

4.1.4. Mobile Service

Mobile Telephony Networks

Mobile telephony networks comprise wireless digital sound and data transfer systems that use the GSM/DCS/UMTS cellular technology, whose operation requires the grant of a Radiofrequency Right of Use by EETT.

In 2009, EETT received 73 complaints relating to interferences in the spectrum area assigned to mobile telephony operators (MTO) and particularly in the reception frequencies of the base stations communicating with mobile telephones. Out of those complaints 25 concerned interference problems in the Attica Prefecture, 11 the Thessaloniki Prefecture, and 37 were related to other Prefectures of Greece.

With regard to the Attica Prefecture complaints, teams of EETT technicians carried out inspections and measurements. In the majority of cases, the interference problems were resolved. In 7 cases EETT's inspections did not detect any problems while in another 2 cases, it was found that the interference problems were caused by the operation of non-licensed mobile telephony repeater systems («GSM Repeaters»), which had been installed by mobile telephony operators or private entities, in order to enable indoor use of mobile phones in areas with little or no coverage. EETT took the appropriate actions - provision of information on the current state of affairs, data request, license granting or removal of the equipment. It should be noted that installation of this kind of equipment is not permitted to private entities, only mobile telephony operators are allowed to have it insofar as they follow the licensing procedure for the relevant antenna mast construction stipulated by law.

In respect to the total of the Thessaloniki Prefecture complaints, teams of EETT technicians investigated

without delay and resolved the majority of the problems. In 8 cases, EETT's inspections revealed no problems, while in 3 cases EETT did detect interference.

As far as the 37 complaints related to the remaining Prefectures, EETT conducted technical inspections into 15 of the cases, by prioritizing the most important ones for the smooth operation of the mobile telephony networks. In 8 of the examined cases, there were no problems detected. In 7 other cases EETT took actions in order to have them resolved. With respect to the remaining cases, 18 complaints were withdrawn before they were subjected to scrutiny, either because the respective interference problems ceased to exist or because they were temporary and of short duration, 9 complaints needed to be re-examined. The remaining 10 cases are still pending.

On the aggregate, the main sources of interferences originated with:

- Mobile telephony repeater systems («GSM Repeaters»).
- Systems impeding the use of mobile telephony devices («Jammers»).
- Radio link systems for sound, image and/or data transmission from radio-television stations and military organisations.
- Interference transmissions from radio-television station broadcasting systems.
- Interference transmissions from domestic television signal amplifier systems.

It should be noted that the number of complaints received by EETT in 2009 is significantly lower than the number received in 2008, mainly due to the following reasons:

1. As a result of the monitoring actions in the context of the fixed service (see sub-section 4.1.2.), there was a significant drop in the illegal use of radiofrequencies for transmitting radio-television station programme via radio links within the mobile telephony spectrum throughout the Greek Territory.
2. In recent years, at the instigation of EETT and before referring the problems to the Regulatory Authority as interference problems, mobile telephony operators have first to conduct a technical inspection and assessment of the problems that occur at their networks.

69. EC Decision No 626/2008/EC, 30-06-2008, «On the selection and authorisation of systems providing mobile satellite services (MSS)».

70. EC Decision No 2009/449/EC, 13-05-2009, «On the selection of operators of pan-European systems providing mobile satellite services (MSS)».

Monitoring Fulfillment of the Mobile Telephony Operators' Obligations

Since 2007, the Individual Licenses of fixed and mobile operators have been converted into Radiofrequency Rights of Use, according to the provisions of Law 3431/2006⁷¹. These Rights include terms regarding the obligations to be fulfilled by the operator in terms of radio coverage (geographical and demographic coverage percentages), the quality of service (e.g. the probabilities of call blocking and interruption, network availability, the time of service termination) and the obligation of Co-location.

The owners of Radiofrequency Rights of Use for mobile service are required, twice a year, to submit to EETT reports on network expansion including data on the aforementioned parameters. Regarding the fixed service, they are required to submit to EETT annual reports on network expansion and modernization. Each semester, they must also advise EETT of the locations and technical characteristics of their installed stations.

In 2009, EETT examined the network expansion reports submitted by the mobile telephony operators for the second semester of 2008 and the first semester of 2009. With regard to the key parameter of radio coverage, the reports revealed that all mobile telephony operators have fulfilled their obligations with respect to both the 2nd and the 3rd Generation network.

With regard to fixed service operators, EETT examined their network expansion reports for the second semester of 2008. Additionally, EETT continued its checks into radio coverage by using both theoretical models and on-site inspections conducted at the operators' base stations. In the cases where there were doubts as to whether the radio coverage obligations had been fulfilled, the administrative procedures prescribed by Law 3431/2006 were implemented and the relevant operators were summoned to Hearings.

Private Mobile Radio Networks of Non-Governmental Services

Private Mobile Radio (PMR) Networks are used for coverage of the communication needs of various business users such as radio-taxi companies, security service providers, etc.

PMR Licenses fall under the category of General

Licenses⁷² granted by EETT and are entered in the Registry of Electronic Communications Networks and Service Providers. Moreover, EETT is also responsible for granting Radiofrequency Rights of Use to PRM Network owners. However, granting Radiofrequency Rights of Use to government networks (such as Prefectural Authorities, Ministries, Embassies, the National First Aid Centre, etc.) does not fall within the scope of EETT's responsibilities⁷³.

In 2009, a total of 145 applications for PMR Networks were submitted for both new networks and the modification of existing ones. In 142 of the above cases a Radiofrequency Right of Use was granted or an existing one was modified. In another 3 cases, a temporary Right of Use was granted for sports and other events. EETT also renewed 41 Rights of Use.

In 2009, with respect to interference issues EETT received 25 complaints for interferences in PMR Networks of radio-taxi associations, Municipalities, and private companies. Most of the problems involved the use of non-licensed frequencies and interference broadcasts from other radio networks. Moreover, EETT received 16 complaints lodged by private entities regarding the legality of PMR antenna systems as well as interference checks in remote control systems and domestic electronic appliances.

In the majority of the above cases, technical inspections were carried out, the actions necessary for resolving the problems were promptly scheduled and, where appropriate, the procedures for imposing the prescribed sanctions were implemented.

The examination of the abovementioned complaints also showed that many of the radio-taxi companies in the Attica Prefecture were using assigned or non-assigned frequencies in the wrong manner. Therefore, in the case of all radio-taxi companies of the Attica Prefecture, EETT conducted a series of checks for PMR Network compliance with the technical specifications of their respective installation and operation licenses.

From June to December 2009, inspections and checks into 25 radio-taxi companies of the Attica Prefecture took place both at the companies' base stations and at the operating positions of their repeaters. Once the checks have been completed and findings have been assessed, EETT will take all statutory actions where appropriate.

4.1.5. Ancillary Services to Broadcasting and Programme Making

The ancillary services to broadcasting and programme making comprise services, such as the transfer of radio-television programme from the production point to the transmission network, the coverage of a sports event, outdoor performances, or other special events. Coverage of those events requires radio equipment, such as wireless cameras and microphones, as well as portable microwave links and voice transmission systems. To meet the needs of radio or television stations (signal transmission links) EETT grants permanent Radiofrequency Rights. It also grants temporary Radiofrequency Rights of Use for the coverage of scheduled events with a maximum duration of 2 months.

In 2009, following relevant requests, temporary Radiofrequency Rights of Use were granted to 2 Satellite News Gathering (SNG) stations. They mainly concerned requests by international users for portable satellite picture and sound transmission stations in order to cover special events -VIP visit- and minor sports events in the context of the preliminary rounds of the Champions League.

According to the Regulation on Terms of Use of Individual Frequencies or Frequency bands⁷⁴, wireless microphones and in-ear monitor systems do not require the grant of Radiofrequency Rights of Use, provided that specific terms and conditions⁷⁵ are met. This particular provision facilitates significantly the use of such systems. In the event of high concentration of such systems in a specific area and with a view to avoiding harmful interferences between users, EETT proceeds, at the users' consent, to licensing the systems.

4.1.6. Radio and Television

Since 2007⁷⁶ and within the framework of radio and television matters, EETT has been responsible for the monitoring of the radio-television spectrum and for granting Radiofrequency Rights of Use to:

- Analogue national television stations, at locations they had not disclosed to the National Council for Radio and Television (NCRTV)⁷⁷.
- Analogue regional and local television stations⁷⁸, following a relevant application by the interested party.

Competence for granting Rights of Use is temporary and expires upon configuration of the Frequency Maps for analogue and/or digital television⁷⁹.

In 2009, with regard to the implementation of what has been mentioned above, EETT:

- Updated the National Radio Frequencies Registry (NFR) with the technical characteristics of the broadcasts of legally operating national, regional and local stations. The NFR and the frequencies' registry for television broadcasts in particular (originally established by EETT in 2008) comprises approximately 5,360 registrations.
- Received applications⁸⁰ for the granting of 274 rights for new broadcasting locations of analogue television stations. Out of those applications, 80 were either not examined or were rejected because the assignment of the requested broadcasting locations did not fall within the scope of the relevant Regulation. Another 21 applications were rejected due to interferences either to a licensed television station or to digital television broadcast network.

71. The Rights of Use for fixed service have been granted to 4 operators in the 3.5 GHz band and 5 operators in the 25 GHz band, while mobile service Rights of Use have been granted to 4 operators.

72. According to Law 3431/2006.

73. According to Law 3431/2006.

74. EETT Decision 521/32/05-05-2009, GG Issue 1010/B/28-05-2009.

75. Such as 10 mW maximum effective radiated power (e.r.p.).

76. According to article 9 of Law 3548/2007 "Listing of governmental bodies' publications in the regional and local press and other issues".

77. As stipulated in Article 4, Law 1866/1989.

78. Which meet the terms and conditions of Article 17, Law 2644/1998.

79. With the issuance of Joint Decisions by the Minister of Transport and Communications and the Minister entrusted periodically with the responsibilities of Minister of Press and Mass Media.

80. In the context of the application of "Regulation for the grant of Rights of Channel use to national television stations holding licenses of establishment and operation as stipulated in Article 4, Law 1866/1989 and to regional and local television stations meeting the terms and conditions of Article 17, Law 2644/1998 and the framework of use thereof in implementation of Law 3548/2007".



As far as the monitoring of the radio-television spectrum is concerned, EETT exercises control by imposing the prescribed administrative sanctions on radio-television stations with regard to the following issues:

- Illegal (non-licensed) installation of relevant antenna systems⁸¹.
- Illegal use of frequency spectrum by legal radio-television stations, failure to comply with technical specifications for broadcasting, or creation of interference to other legal users⁸².
- Use of fixed or mobile transmission links for radio-television station programmes.

Within this framework, EETT processes the data it collects during inspections and sends an extrajudicial request for information/compliance to the infringing/interfering radio-television station. In the event that the latter fails to comply within the period foreseen by the law, EETT conducts a Hearing in order to resolve the issue. It should be noted that, 2009 marked the first time that EETT imposed fines on illegal radio stations. This was a significant step for the re-establishment of legality in the sensitive area of radio-television frequency spectrum monitoring.

Given that the licensing of television and radio stations as well as the organisation of antenna parks (see sub-section 4.2.3.) at the locations constituting transmission centres⁸³ are still pending, the overall situation in the Greek radio-television realm remained the same as in the previous years, thus resulting in:

- Numerous cases of illegal broadcasts, both in the urban centres and in the Region, particularly from non-licensed installations at broadcasting centres.
- Mutual interferences between television and radio stations.
- Harmful interferences to air navigation services.
- Interferences to other spectrum services and uses.

EETT has repeatedly pointed out that licensing the country's radio and television stations together with organizing and monitoring those stations' infrastructures are a prerequisite in ensuring lawful and effective use of the radio-television spectrum and protection of the legally operating users from interferences.

In order to assist in terminating the operation of illegal broadcasts, EETT performs regular inspections and takes actions for the prompt resolution of problems relating to interferences, in collaboration with the competent police, judicial, and administrative Authorities.

Complaints

In 2009, EETT received 1,250 documents and complaints regarding radio-television issues (241 from Attica, 98 from Thessaloniki, and 911 from the remaining Region). All complaints regarded interferences, illegal broadcasts, and illegal radio-television station and antenna infrastructures. These complaints resulted in 819 cases for processing. More specifically, the cases related to:

- 468 radio station issues out of which 58 involved the Prefecture of Attica, 49 the Prefecture of Thessaloniki, and 361 the remaining Region.
- 252 television station issues out of which 55 involved the Prefecture of Attica, 39 the Prefecture of Thessaloniki, and 158 the remaining Region.
- 99 inspections into antenna and broadcasting centres out of which 23 were carried out in the Prefecture of Attica, 10 in the Prefecture of Thessaloniki, and 66 in the remaining Region.

EETT investigated the majority of the above complaints. Furthermore, it took the initiative to also record the broadcasting centres throughout the Greek Territory. In certain cases, which required immediate inspection and were related to problems in areas of the Greek Territory that were quite remote from EETT's two monitoring offices, EETT requested the assistance of the respective Prefectural Authorities.

The results of the above recordings were assessed on the basis of the legality lists and the technical data provided by the NVRTV and on the basis of the applicable law. Infringing stations were summoned to comply. Out of the investigated cases, EETT deferred to administrative control:

- 94 radio station cases (33 in the Prefecture of Attica, 4 in the Prefecture of Thessaloniki, and 57 in the remaining Region).

- 173 television station cases (4 in the Prefecture of Attica, 4 in the Prefecture of Thessaloniki, and 165 in the remaining Region).

- 52 antenna installation cases (25 in the Prefecture of Attica, 3 in the Prefecture of Thessaloniki, and 24 in the remaining Region).

In the cases of radio-television stations which, according to NCRTV's decisions, operated illegally, EETT informed in writing the competent public prosecutor and police authorities for implementation of the prescribed criminal proceedings. In collaboration with the above Authorities, a number of operations were carried out in order to terminate illegal transmissions. During those operations broadcasting equipment was confiscated from:

- 17 radio and 17 television stations, including a wireless camera, in the Prefecture of Attica.
- 7 television stations in the Prefecture of Thessaloniki.
- 15 radio and 15 television stations in the remaining Region.

Recording the Radio and Television Stations throughout the Greek Territory

In the absence of licensing, mapping the broadcasting centres throughout the Greek Territory as well as the frequencies used by the radio and television stations, is an important tool in the management and monitoring of the radio-television spectrum.

In 2009, teams of EETT technicians conducted a detailed mapping of the radio-television spectrum in 27 Prefectures in total. The NCRTV, which is the competent Regulatory Authority for investigating the radio-television stations' legality of operation, was notified of the results. Based on the recorded findings, the number of privately-owned radio stations operating in each Prefecture is on average three to four times higher than the number of broadcasts stipulated by the Frequency Maps. As a result, there is an increased risk of harmful interferences to legal spectrum users, as well as a respective decrease in the quality of the provided service.

In addition to the abovementioned investigations, EETT continued updating the mapping of radio-television broadcast infrastructures in broadcasting centres in Athens and Thessaloniki. The purpose of this update was to inform EETT and all competent bodies on the current conditions in the broadcasting centres of Athens and Thessaloniki, in order to enable them

to deal in a more direct and efficient manner with the problems created there by illegal transmissions.

EETT, in collaboration with the Athens and Piraeus Prosecutor's Office and the State Security Division of the Hellenic Police, conducted a series of repeated inspections into the illegal radio-television broadcasting station infrastructures in the area of Pirovolia of Mount Egaleo, on Mount Pikilo, and in the area of Tourkovounia. The result of these operations was the repeated termination of all illegal broadcasts, confiscation of the active equipment and dismantling of the antenna constructions. The Public Power Corporation (DEI) was notified of the inspections' findings so that it may suspend supplying power to all the facilities not owned by legal users.

4.1.7. Air Navigation and Other Governmental Service Networks

The unobstructed operation of wireless networks related to the protection of human life and public and national safety is a top priority for EETT. By way of indication, such networks include:

- The Emergency Network of the Hellenic Police (ELAS).
- The Emergency Network of the Hellenic Fire Service (PY).
- The Network of the National First Aid Centre (EKAV).
- The Transport Safety Network (air and sea navigation and railways).

Among governmental networks, the ones facing the most problems of interference are the air navigation networks – which are supervised by the Civil Aviation Authority (CAA) – since the air navigation spectrum (108-137 MHz) is contiguous with the FM radio broadcast band (87.5-108 MHz). Most of the interferences that appear in those networks are due to lack of technical specifications regarding operation frequency and other important broadcasting parameters, the result of a gap in radio station licensing.

In 2009, interference problems were encountered in the following wireless systems of the CAA,

1. Area Control Service communication systems (telecommunication centres).
2. Airport communication systems.
3. Radio Aids.

More specifically, EETT carried out a total of 31 operations to deal with written complaints regarding interferences in the wireless systems of the CAA.

81. Article 12 sub-par. xxxii, Law 3431/2006 – as amended by the provisions of Law 3534/2007 "Establishment of an Authority for the allocation of the available time of use to the Greek airports and other provisions", GG Issue 40/A/23-02-2007 and particularly Article 24, para. 2 thereof and article 1, para. 5, sub-par. iii, Law 2801/2000.

82. EETT decision 479/075/09-05-2008 "EETT monitoring of spectrum use by radio-television stations" issued as a follow-up to combined interpretation of the provisions of Articles 1, para. 3, 4, para. 2, 11, 12, sub-para. xviii, xix, and xx, Law 3431/2006, which are also proportionally applied in Articles 11, para. 3, sub-para. iii, and 16, Law 3592/2007, "Concentration and Licensing of Mass Media Enterprises and other provisions", GG Issue 161/A/04-09-2007.

83. The locations of transmission parks do not fall under EETT jurisdiction.



Out of these complaints, 16 regarded terrestrial communication receivers (telecommunication centres and airport communication systems), 14 were related to radio aids and radar systems and 1 was related to a remote radio aid station interconnection with the Athens International Airport (AIA). EETT acted promptly and resolved all cases of interferences in terrestrial receivers and radio aids.

In 2009, EETT and CAA started collaborating with each other, in an effort to combat interferences in a faster and more efficient manner. However, CAA's interference problems are expected to decrease only after the licensing of the radio stations throughout the Greek Territory has been implemented and, in turn, rules of town planning and control have been imposed over antenna installations at the broadcasting centres.

In 2009, 10 cases of interferences in the operating frequencies of the other governmental safety and emergency networks were referred to EETT, were examined in order of priority, and were immediately resolved. More specifically, EETT received 5 complaints from the Ministry of Mercantile Marine (now Ministry of Economy, Competitiveness and Shipping), 3 from the Fire Service, 1 complaint from the Hellenic Air Force, and 1 from the Hellenic Army.

With regard to interferences in systems relating to the protection of human life and public safety at the international level, a total of 4 air-navigation-related complaints were submitted to EETT out of which 3 were lodged by the Regulatory Authority of the United Kingdom and 1 from the Regulatory Authority of Turkey.

4.1.8. Radio Amateurs

In 2009, EETT received 20 complaints over interferences in radio amateur communication systems and 18 requests for legality checks into relevant antenna systems. The majority of the problems investigated and resolved by EETT were caused by interference transmissions from electrical or electronic devices, interference transmissions from radio networks, and illegal frequency use.

4.1.9. Rights of Use for Sports Events

Acropolis Rally

EETT's actions have been successful in respect of spectrum management for the needs of the "Acropolis Rally" international car race, which took place in the period June 11-14, 2009, in Loutraki.

EETT, in cooperation with the company responsible for the coverage of the event, granted temporary radiofrequency rights of use for the following cases,

- 4 radiofrequencies to air station (Cessna airplane).
- 2 radiofrequencies to air station (helicopter).
- 16 radiofrequencies to terrestrial mobile stations (automobiles) for communication of the teams with the crews.

4.2. Antenna Mast Construction Licensing

4.2.1. Evolution of the Licensing Process

Throughout the year, 1,660 applications for new antenna mast construction licensing and/or modification of already licensed constructions were submitted to EETT. Out of these cases, a total of 480 antenna mast constructions were licensed and/or modified, while 240 applications were rejected. At the same time, 38 licenses were revoked. The remaining applications were characterized as «pending», because the submitted dossiers were incomplete. In order to be reviewed, dossiers are not considered complete unless accompanied by the Environmental Terms Approval (ETA)⁸⁴, as required by law.

Moreover, the antenna mast constructions that already exist, under Decisions by EETT or by the Ministry of Infrastructure, Transport and Networks (MITN), must be adapted, within specified deadlines, to the environmental requisites and the new radiation limits for public safety, according to Law 3431/2006. To this end, 208 applications were submitted by the mobile telephony operators for confirmation of license validity and EETT issued 193 positive Decisions while 15 applications were rejected.

4.2.2. Illegal Mobile Telephony Antenna Installations

In 2009, 1,488 complaints were submitted to EETT relating to mobile telephony antenna constructions.

After a thorough investigation, it was found that 1,018 cases related to licensed antennas and the complainants were duly informed of those antennas' legality.

The remaining 470 cases concerned non-licensed constructions. Teams of EETT technicians conducted a total of 380 inspections at mobile telephony base stations, out of which 162 autopsies were performed

in the Attica Prefecture, 141 throughout the Region, and 77 in the Thessaloniki Prefecture. In 49 of the cases in the Region, the inspections were carried out by the competent Prefectural Authorities. In the cases of non-licensed antenna constructions, for which autopsies had been performed, EETT launched the appropriate procedures for the imposition of administrative sanctions.

4.2.3. Antenna Parks

EETT has started⁸⁵ to configure the regulatory framework for Antenna Parks since 2008. The primary step was to issue a draft Regulation⁸⁶ for the licensing procedure regarding radio communication stations, antenna constructions, and supporting equipment in Antenna Parks. This draft Regulation includes specifications for the antenna constructions for analogue television, free reception radio, and terrestrial digital broadcasting, in order to ensure their optimal operation.

After two Public Consultations on the above proposed Regulation and several meetings with market participants during the first half of 2009, EETT ascertained the following:

1. Contrary to international practice, market participants were reluctant to accept the proposal of designating of an Antenna Park Manager who would be responsible for the organisation, operation, and management of the Antenna Park. The majority of those who took part in the Public Consultation believe that the provisions of the Regulation which propose designating a Manager are incompatible with the statutory arrangement which grants licensed radio-television broadcasters the right to determine their legal relations under private law.
2. Before the adoption of the Regulation on licensing it is necessary to:
 - Complete the statutory arrangements for determining the Antenna Parks' locations and the terms of their operation and construction.
 - Issue the digital television Frequency Maps which constitute an essential tool for granting licenses regarding the establishment, installation,

and operation of analogue television, and radio stations.

In the light of the proceedings, EETT continues its survey on the specific Regulation in order to eliminate the difficulties with respect to designating a Manager. With regard to the determination of the Antenna Parks' locations, as well as of the terms of their construction and operation, EETT notified the relevant bodies and stakeholders since this issue does not fall within the scope of its responsibilities.

It should be noted that, according to the latest configuration of the Frequency Map for the transition to digital television broadcasting⁸⁷, only two locations are designated as Antenna Parks. Given the fact that the stage of the transition to digital television includes a total of 23 locations, the remaining 21 centres need to be defined, with immediate priority given to the designation of the «Aegina» broadcasting centre.

4.3. Radio and Telecommunications Terminal Equipment

4.3.1. Update of Short Range Devices Radio Interfaces

Pursuant to Directive 99/5/EC and by means of a Decision, EETT specifies and publishes radio interfaces, namely the technical specifications that radio equipment must comply with for the use of various spectrum bands.

In this context and for the purpose of harmonization with the latest technological developments, in 2009, EETT updated all the existing radio interfaces of Short Range Devices (SRD). SRD devices constitute a large part of the radio and telecommunications terminal equipment (RTTE) and include data transmission devices, alarms, remote controls games, Bluetooth devices, local wireless networks' equipment, etc.

Apart from updating the existing SRD radio interfaces, EETT also specified the technical specifications for new devices falling under this category such as FM transmitters and tank level probing radar devices (TLRP)⁸⁸.

84. According to article 4 of EETT's Antenna Mast Construction Licensing Regulation.

85. In the context of the implementation of Article 11 par. 18, Law 3592/2007 and of a relevant letter of the Secretary General of Communication of the Ministry of Infrastructure, Transport and Networks (MITN) and the General Secretariat of Communication.

86. «Regulation for the licensing process regarding radio communication stations, antenna constructions, and supporting equipment in Antenna Parks, pursuant to Article 11, par. 18, Law 3592/2007».

87. Joint Ministerial Decision (JMD) 21161A "Frequency Map Configuration for the transition in terrestrial digital television broadcasting", GG Issue 1680/B/20-08-2008.

88. The use of these devices is has been permitted following the last revision of the National Frequency Allocation Table (NFAT (GG Issue 1979/B/24-09-2008).



The technical specifications of all SRD devices have been included in a draft consolidated text sent to the Hellenic Organization for Standardization (ELOT) via which the specifications will be forwarded to the European Commission so that they may be submitted for European Public Consultation in 2010.

4.3.2. Air-Traffic Management Equipment Interfaces

As of 2005, the scope of Presidential Decree (PD) 44/2002 on RTTE conformity⁸⁹ also covers Air-Traffic Management (ATM)⁹⁰ Equipment and Control Systems.

On the basis of the above, in 2009, EETT drew up a draft text with the technical specifications of 6 ATM radio interfaces. These are related to ATM systems operating in the following frequency bands:

- 108-117.975 MHz.
- 1300-1350 MHz, 2700-2900 MHz and 9000-9200 MHz.
- 255-405 kHz, 415-495 kHz and 505-526.5 kHz.
- 117.975-137.000 MHz.
- 960-1215 MHz.

The draft text will be communicated to the European Commission for Public Consultation.

4.3.3. Market Surveillance

EETT performs regular inspections of the RTTE market in order to protect consumers against illegal equipment and prevent possible harmful interferences. In this context, EETT monitors whether the equipment in the Greek market complies with the requirements set by PD 44/2002.

In 2009, EETT conducted regular inspections into RTTE retailers and sample-tested a total of 71 items from an assortment of RTTE equipment, such as PMR, mobile telephony and SRDs. It then initiated the procedure involved in the imposition of sanctions against the parties it found in violation.

Actions within the ADCO framework

EETT has been kept informed of the developments in the field of RTTE market surveillance and has been sharing experiences with the corresponding

European Authorities by actively participating in the Administrative Co-operation Group (ADCO) of the European Commission.

In this context, it participated in the European Campaign of Market Surveillance which was launched in September 2008 and concluded in June 2009. During this campaign, EETT examined administratively and technically 5 Private Mobile Radio devices (PMR 446, navigation transponders, etc.) and 5 devices of 2.4 GHz (wireless LANs, videos, etc.) that are sold in the domestic market for the purpose of drawing meaningful conclusions as to RTTE's full and effective conformity at European level. The conclusions of this campaign will be presented by ADCO to market players in 2010.

Wireless Games Surveillance

Given that the game market is of considerable importance because of the special and sensitive public it is addressed to, EETT conducted in 2009 sampling checks in 11 wireless games of various categories. The checks began with the evaluation of the equipment's administrative conformity with the requirements of the applicable legislation (CE marking, Declaration of conformity, user information, etc.). The relevant technical tests will also be carried out in 2010.

Those responsible for cases of non-conformity will be summoned to Hearings in order to be appropriately cautioned or fined.

4.4. National Spectrum Management and Monitoring System

4.4.1. Standardization of the NSMMS procedures for Radio and Television Broadcasting

The National Spectrum Management and Monitoring System (NSMMS) is EETT's major tool in:

- Prudential spectrum monitoring which includes:
 - Detection of possible interference in critical bands (e.g. CAA's bands).
 - Detection of illegal broadcasts (of radio and/or television stations etc.).

- Recording current spectrum occupation, in order to bring out the possibility of licensing new broadcasts (e.g. links).

- Monitoring compliance with the technical specifications for broadcasting.
- Identifying the existence of interference to legal spectrum users.

The results of such procedures are utilised for the administrative control of legal users and termination of operation of the illegal ones. In 2009, in the context of optimal spectrum management and monitoring and after following a relevant survey, EETT defined standard procedures which are consistent with the Greek legislation and the international specifications regarding radio and/or television broadcasting.

More specifically, these procedures entail:

- Recording the broadcasting centres.
- Measuring/estimating the transmission power of television stations.
- Measuring the field strength of radio station.
- Measuring Protection Ratios to determine the existence of interference between (a) television stations and (b) radio stations.
- Measuring inter-modulation levels of the radio stations of broadcasting centre in the Air Navigation band.

Each of the above procedures is concluded with the compilation of a standard technical report.

4.4.2. Fifth Fixed Monitoring Station in Aegina

In 2009, EETT's Fixed Monitoring Station (FMS) in the area of Tourlos, Aegina, was completed and integrated in the Authority's day-to-day operation.

In combination with the other two FMSs that are

installed in Attica, the special position of this Station enables more effective coverage of the entire Prefecture and greater precision in broadcast detection.

The FMS in Aegina completed the first phase of the NSMMS. This project is part of the Operational Programme for the Information Society (OPIS), and is financed by the 3rd Community Support Framework (CSF III).

4.4.3. Monitoring Expansion in the Region

Considering the stipulations of Law 3431⁹¹, EETT issued a Decision⁹² for the expansion of its offices in the Region. In 2009, this Decision was forwarded to the Ministry of Infrastructure, Transport and Networks (MITN) and meetings were held with all interested parties such as MITN, CAA, Hellenic National Defense General Staff, and other intensive spectrum users.

The proposed expansion includes,

1. Strengthening the network of monitoring stations which comprise the NSMMS.
2. Establishing and operating two new Regional Monitoring Offices, in Patras and Heraklion.

A relevant Decision is expected to be issued by MITN with regard to the procurement of the required equipment and the operation and staffing of the Regional Offices.

4.5. EETT's Controlling and Monitoring Actions

In 2009, EETT conducted 350 Hearings regarding violations in radiofrequency spectrum issues. As a result of these Hearings, 269 fines totaling 4,194,632 euros were imposed while in 6 cases the defendants were exempted.

89. PD 44/2002 Radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity - Transposition into Greek legislation of Directive 99/5/EC of the European Parliament and of the Council of 9 March, 1999.

90. As specified in article 1 of Council Directive 93/65/EEC of 19 July, 1993 on the definition and use of compatible technical specifications for the procurement of air traffic management equipment and systems.

91. Article 24, par. 10, Law 3431/2006.

92. EETT Decision 467/73/08-02-2008



Table 4.1.
Results of EETT Hearings, 2009

ISSUE	NUMBER OF HEARINGS	EXEMPTIONS	SANCTIONS		
			Fine	Recommendation	Other Sanctions/ Decisions
Mobile Telephony Antennas	281	6	265	10	-
Other Antenna Constructions	6	-	2	4	-
Terminal Equipment	1	-	-	-	-
Use of Non-Assigned Radiofrequencies for the Operation of Radio Links	6	-	-	-	-
Monitoring of Radio and Television Stations	56	-	2	54	-
TOTAL	350	6	269	68	-

4.6. Goals

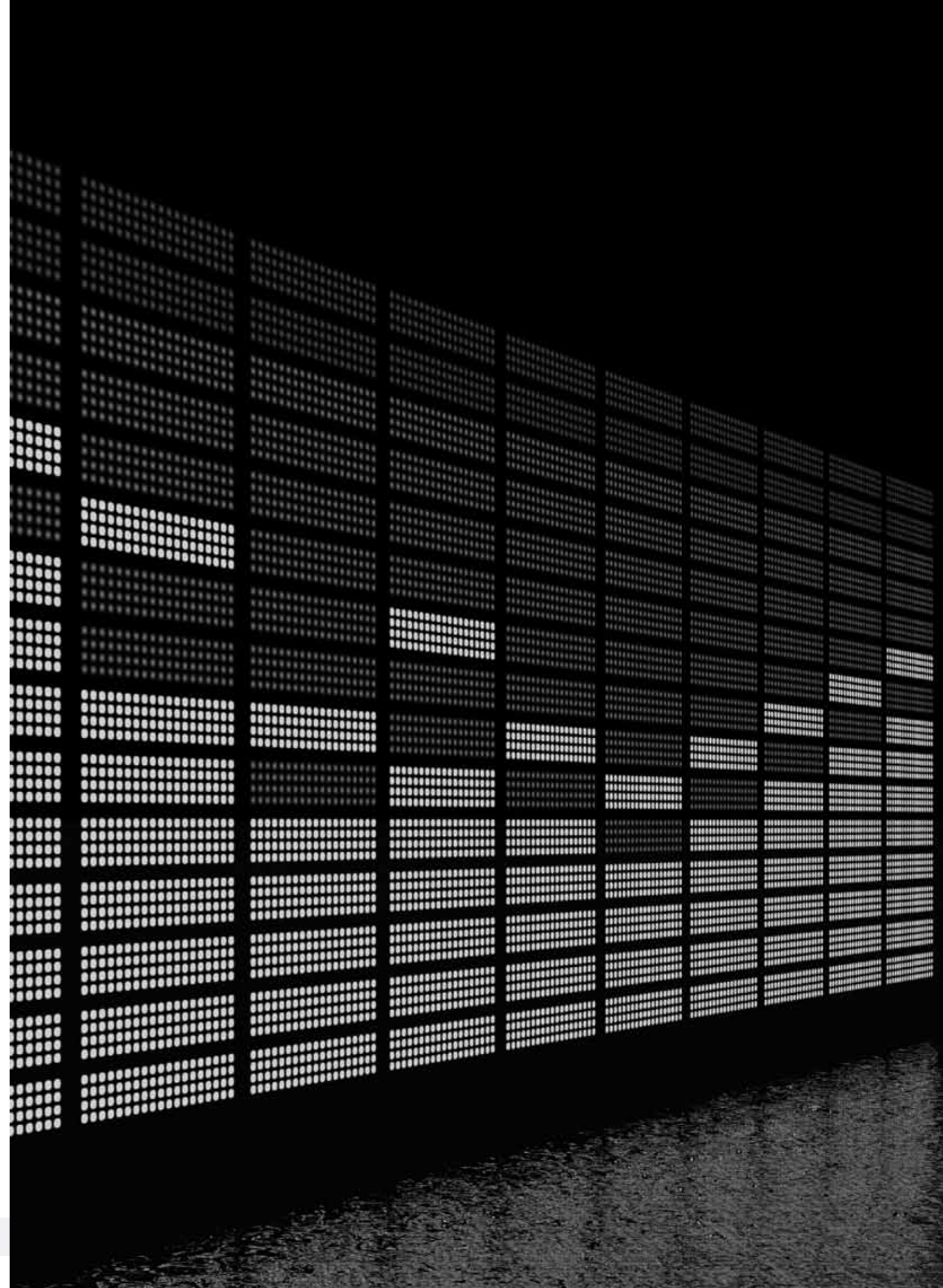
EETT's strategy on radiofrequency spectrum issues focuses on two main axes:

- Spectrum availability for a wide range of providers and users in order to reinforce competition, and
- Optimal technical and financial spectrum management to maximize the benefits from its utilization.

To that end, EETT's actions with regard to spectrum management and control in 2010 will focus on the implementation of the following specific goals:

1. Faster and more effective response to requests made by the spectrum users, through:
 - Incorporation and operational exploitation of new staff, expected to join the Spectrum Division.
 - Simplification of the licensing procedures.
 - Application of electronic governance methods.

2. Publishing information and statistical data on matters of wider public interest, including:
 - Measured quality of service for the mobile communication networks.
 - The issued licenses for antenna constructions.
3. Establishing and reinforcing a competitive environment, based primarily on:
 - Reconsidering spectrum use fees and the relevant administrative fees.
 - Developing a flexible environment and the relevant infrastructure for spectrum auctions.
 - Studying the competitive environment in mobile communications in a more precise manner and drawing up a strategy in view of the expiry of the relevant Licenses.
4. Standardizing the measurement and control procedures in matters of spectrum monitoring and market surveillance.





5. POSTAL SERVICES SECTOR

In 2009, EETT submitted a proposal regarding the Law on the organization of the Postal Services sector, thus transposing the 3rd Postal Directive into National Law. Moreover, the new General Authorisation/Individual Licensing Regulations were launched and the Universal Service Provider's (USP) new cost accounting system was approved.

Further, EETT carried on with its intensified monitoring actions by performing numerous audits on company's premises in order to examine issues of potential non-compliance with the regulatory framework. It also examined consumer complaints regarding low quality provision of Postal Services.

5.1. The Greek Postal Market and Actions taken by EETT

Our country has adopted a gradual liberalisation model for the postal market. The 3rd Postal Directive (2008/6/EC) provides member states with guidelines on how to review the legislative framework for the opening of their domestic markets. Until December 31, 2012, USP has the exclusive rights in Greece of handling, at affordable prices, postal items of specific weight and pricing requirements set by the State, in exchange for the provision of the Universal Service (US). Although the USP's exclusive rights will be suspended on January 1, 2013, the 3rd Directive has set out measures to ensure that quality US at cost-oriented prices will continue to be provided uninterruptedly.

5.1.1. Transposition of the 3rd Postal Directive

A Draft Law on the organization of the Postal Service provision sector was elaborated and submitted by EETT to the Ministry of Infrastructure, Transport and Networks (MITN), with the aim of transposing the 3rd Directive into National Law. Based on the provisions of the Directive, the most important points of the Draft Law are specifically the following:

1. When the market is fully liberalized, weight limits and/or services included in the US scope, are to be defined by a Ministerial Decision (MD), following EETT's opinion. Furthermore, it was recommended

that cross-border and direct mail should be excluded from the reserved area for the period until full liberalisation of the market with a view to developing the specific services.

Today, the quality of US provision is defined by means of a MD, upon the Recommendation of a Working Group, composed of representatives of MITN, the USP, and EETT. It has been suggested that, as of January 1, 2013, the definition of the US provision standards should be a regulatory obligation of EETT. The suggestion, in line with the spirit of all three European Directives regarding the postal market, aimed at upgrading the role of EETT.

It should be noted that the quality of the US provision consists of the following:

- Speed of door-to-door delivery of the items handled.
- Structure and operation of the USP's network (access point density, minimum item collection/distribution frequency, exclusions from the regularity of US provision, operation of proper facilities).

2. When the market becomes fully liberalized, the provision of the US can be safeguarded by assigning it to another company different from the presently designated USP for our country, i.e., Hellenic Post – ELTA.

The Minister may invalidate the appointment of ELTA to provide, partially or in whole, the US under specific circumstances. Under one of these circumstances, i.e., when provision of the US is ensured by market forces, selection of a USP is unnecessary.

3. US providers are required to monitor the quality of the provided services and publish the results of such measurements together with information regarding user complaints.
4. USP(s) are obliged to provide alternative postal operators with access to their network, so that optimal use of the existing networks is achieved, in order to improve quality and to strengthen competition in the postal market, to benefit end users. In this context, EETT may work out a Regulation stipulating the terms and conditions governing access of alternative enterprises to the infrastructure and services of the USP(s).
5. The USP(s) shall receive compensation, once it has been proven that there is a net cost from the provision of the US. To this end, it is necessary to designate a funding mechanism for the "compensating fund" (an equivalent of the "special compensation account" stipulated by the two previous Directives), which shall be managed by EETT. Moreover, EETT is the competent Authority which will verify what the net cost for providing the US has been. In the event that the provision of the US creates a burdensome cost for the USP(s) the compensation paid to the specific enterprise(s), comes either from the state budget or it shall be shared between Postal Service operators and/or end users. In the latter case, enterprises with Individual Licenses will be required to pay contributions to the compensating fund, insofar as the services they provide fall within the scope of the US. Operators may alternatively provide a specific US instead of paying contributions to the compensating fund. A dual obligation for payment of contributions and provision of US as a means of allocating US net cost may be imposed to designated USPs alone.
6. It has been proposed that a "Joint Committee of Operators and Users" be established for the extrajudicial resolution of the issues arising from deficient provision of Postal Services. The Committee's composition, responsibilities, and operation, together with other details will be defined by means of a relevant MD.
7. The grant of a General Authorisation/Individual License requires only completion of the relevant application form regarding Provision of Postal Services. Once registered in the EETT Postal

Operators' Registry, a company, in addition to the obligations already described in the General Authorisation/Individual License Regulations in force has the following new obligations:

- Meeting the conditions of employment stipulated by Greek law.
 - Payment of the annual fees, if any.
 - Constant provision of Postal Services, throughout the term of their Authorisation or License.
 - Ensuring that the competition and transparency rules are followed in the published tariffs for provision of Postal Services.
 - Prompt submission of the confidential information that EETT may request.
8. USP(s)' tariffs must:
 - Be cost-oriented as well as unified, at least where the services provided per unit are concerned.
 - Ensure the equal treatment of bulk mailers. Any discounts to such clients must be based on the avoided cost of the service provided.
 9. USP's Chart of Obligations to Consumers (COC) shall be submitted for approval to EETT and not to the MITN as it had been the case in the past. In order to simplify the process of examining complaints regarding the US provision and with a view to facilitating the operation of the Dispute Resolution Committee (DRC), USP(s) must establish a Customer Service Department. Moreover, the minimum compensation paid by Postal Service enterprises to consumers for deficient provision of services, shall be regulated by EETT and not the Ministry.
 10. In cases of sanctions imposed for infringement of the provisions of the Law or of the terms and conditions of the General Authorisation/General License of Postal Service enterprises, market economic conditions must be taken into account. In cases of sanctions imposed on the USP(s) it has been proposed that the MITN's authority to intervene in matters regarding the amount of the fine or the form of the sanction, be withdrawn. Moreover, interested parties are entitled to challenge EETT's Decisions before the country's administrative courts.
 11. Last, in the proposal submitted, particular reference has been made to the protection of workers rights in the Sector and to the compliance with the employment Legislation for all enterprises that are active in the sector.

5.1.2. General Authorisation/Individual Licensing Regulation

At the beginning of 2009, the new General Authorisation Regulation⁹³ came into effect. The new Regulation:

- Simplifies licensing procedures, providing operators with General Authorisation/Individual License the opportunity to be part of the network of another company holding a General Authorisation/Individual License.
- Introduces a single document describing terms and conditions for the provision of Postal Services for all enterprises holding a General Authorisation. The document also stipulates the obligations enterprises have, as well as the measures for safeguarding end-user rights.

In June 2009, the Regulation on General Authorisations was amended⁹⁴ re-evaluating the upper weight limit for the regulated courier service items from 20 kg to 35 kg. The new upper weight limit for parcels is defined at the European level as the weight which can be handled by a single person and which covers the needs of the domestic courier market in parcel handling.

Moreover, in June 2009, EETT issued a new Regulation on Individual Licenses⁹⁵ for the provision of Postal Services. The new Regulation sets general operating principles for the US provision enterprises, sets out the procedures, and also clearly defines the enterprises' behaviour and obligations towards consumers.

The new Regulation on Individual Licenses stipulates the following:

- According to the 3rd Directive, addressed direct mail shall fall within the US. The USP's exclusive rights in handling direct mail with specific weight and price specifications apply until 31 December, 2012.
- The Individual License granting procedure is simplified since registration of the applying enterprise in EETT's Registry only requires that the application form regarding the Provision of Postal Services is correctly filled out.
- The process for evaluating the reliability and completeness of the submitted business plan for Individual License granting is removed.
- The process of renewing Individual Licenses already granted, is essentially simplified since minor modifications such as change of address or network modification simply require approval by EETT's Postal

Division. Only in exceptional cases, will a final Decision for acceptance of the requested modifications, be adopted by EETT's Plenary.

- Individual License holders can be part of the network of other enterprises operating under Individual License status. In this case, Individual License holders, as members of the network of another licensed enterprise, do not pay fees to EETT for handling postal items. They are, however, required to enter into their accounting books the commission they receive for their involvement in such handling.
- The level of fees paid to EETT can be reduced in the case of investment in eco-friendly technologies.

In addition, postal enterprises have to submit to EETT within pre-specified time-limits all the information required for EETT to check the compliance of the registered companies with their licensing conditions, to monitor that annual fees have been duly paid, and that the data requested for postal market analysis has been forwarded to the Authority. Should EETT detect any cases of non-compliance, it will proceed to the imposition of administrative sanctions (caution/warning or fine).

Consumer protection is primarily safeguarded, by the obligation of Individual License holders to publish the COC. Consumers may turn to the COC in order to seek out information, including but not limited to:

- The characteristics, terms of quality and prices of the services provided.
- The process in the handling of undelivered postal items.
- The way complaints are addressed and the process for convening the DRC in particular.

The aim of the new Regulation is to safeguard consumer protection in matters relating to the provided Postal Services, simplify the licensing procedures for postal enterprises, strengthen competition, and further develop the postal market.

5.1.3. Code of Practice for the Provision of Postal Services

In November 2009, the Public Consultation regarding the adoption of a Code of Practice governing the provision of Postal Services to consumers, was completed.

93. EETT Decision 504/145/2008, GG Issue 46/B/19-01-2009.

94. EETT Decision 529/230/2009, GG Issue 1445/B/17-01-2009.

95. EETT Decision 529/229/2009, GG Issue 1439/B/17-01-2009.



The Code of Practice includes a minimum set of obligations of the Postal Service enterprises towards consumers and the State. Special reference should be made to the obligation to comply with the applicable legislation on advertising and, particularly, to avoid misleading consumers, by means of omissions and ambiguities in or exaggerations about the provided service. Moreover, postal enterprises are obliged to display their trademark, including their EETT Registration Number, on all their communication documents (e.g. dispatch notes, COC, notepapers, invoices). Moreover, Postal Service providers' staff must advise consumers in a straightforward and precise manner and refrain from deceiving them by means of any actions or omissions or by giving misleading impressions about the provided services.

An important element in consumer protection is that consumers should become aware and be informed of the existence of the COC when they visit an enterprise's website or premises or when they call the enterprise's call centre. They should also be informed of the fact that the COC is available to each and every one of the enterprise's clients upon request. Furthermore, the enterprise must monitor the frequency of problems reported by consumers and ensure that the staff engaged in providing customer services is adequately trained and can handle issues in an effective manner.

Displayed retail prices of the provided services must be all-inclusive. Information on the individual charges constituting the overall charge (e.g. main service, additional services, insurance premiums, storage charges in case of unsuccessful delivery, customs clearance charges for incoming international items, VAT) must be comprehensible and easily accessible by consumers. Any variations in charges must be disclosed to consumers prior to being applied.

Moreover, the Code of Practice will cover matters relating to the postal items collection/delivery process, the handling of undelivered items, the Voucher, the COC's contents, the contents of the courier services individual agreement, the dispute resolution procedure, etc.

It should be noted that according to the applicable legislation, EETT has sent to the MITN the finalised Draft Code for approval and will subsequently adopt the relevant regulatory Decision.

5.1.4. Competition Issues

During the year, within the scope of its responsibilities, EETT handled a number of issues aiming to ensure a

healthy competition environment in the postal market.

In November 2009, Greece was referred to the European Commission, regarding the implementation of MD A1/44351/3608/12-10-2005. The MD set the rules and procedures for the registration of private Lorries of up to 4 tons gross weight for the transport of parcels as part of Courier/Postal Services. According to the complaint, the implementation of the MD imposes two restrictions to the further growth of the postal market: the requirement for members of courier enterprises' networks to obtain General Authorisation and the limitation in the volume of loads than can be transported by private Lorries.

Indeed, in order for small - and medium - sized companies which collaborate with Postal Service enterprises operating under General Authorisation, to use their private lorries of up to 4 tons for the provision of courier services, they must first grant a license from EETT. In its effort to ensure that the postal market operates smoothly, EETT in the new General Authorisations Regulation, allows the members of licensed enterprises' networks to apply for a Registry Number of their own, facilitating registration of their private lorries. Regarding the restrictions in the volume of loads that can be carried by courier enterprises, EETT increased the upper limit of parcel weight from 20 kg to 35 kg. Furthermore, EETT communicated its actions towards addressing the issue to both the MITN and the Ministry of Foreign Affairs.

It should be noted that one of the major actions EETT undertook in order to be kept up to date with the developments in the Courier market, was the organization of a meeting between EETT's President and market representatives in order to discuss the impact of the economic crisis in the sector as well as the daily problems faced by the enterprises in a competitive environment. The enterprises submitted to EETT a detailed document on market issues that need to be immediately resolved such as: liberalising the restrictions in vehicle's registration for courier enterprises and members of their networks, problems in the clearance of customs procedures and ensuring conditions of healthy competition in the courier market.

Last, the transport of postal items by the intercity buses (KTEL) which is permitted by Presidential Decree (PD) has been identified by market representatives as an issue of unfair competition. It should be noted that intercity buses are not allowed to deliver postal items at a recipient's base. This issue has been addressed by EETT in the past in the context of relevant Hearings.

5.2. Universal Service Quality

The US includes a wide range of products. According to 2008 statistics, one out of two Domestic US items classified as Second Priority items (e.g. public/private company bill statements). At the same time, First Priority (single mail) items for which quality measurements are conducted by the USP represents only 12% of the Domestic US's postal items.

population. It is worth mentioning that the USP carries out collection/distribution of postal items 5 times per week on average in urban areas, while postal service frequency in rural/semi-urban areas is estimated at 3.5 times per week on average.

The quality measurement results for the three-year period 2006-2008 (Table 5.1.) show that the speed of delivery (i.e. the percentage of items whose handling from end to end is completed within 1 working day)

Table 5.1.
Quality Measurement Results and Domestic First Priority Mail Volumes

Year	H+1 Measurement	H+1 Target	H+3 Measurement	H+3 Target	Speed Indicator Distance from Target	Reliability Indicator Distance from Target
2006	77.7 %	85.0%	97.3 %	98.0 %	-7.3%	-0.7%
2007	78.8 %	86.0%	97.8 %	98.0 %	-7.2%	-0.2%
2008	79.9%	87.0%	98.2 %	98.0 %	-7.1%	+0.2%

H=Mailing/Deposit Day

The quality measurements concern the evaluation of the speed and reliability of operation of the USP's network with regard to the delivery of single Domestic/International mail to recipients. Test items used for the USP's measurements, contain Radio Frequency Identification (RFID) devices, which help to calculate the time spent at each stage of the postal chain (collection, post-collection sorting, transport, pre-delivery sorting, delivery) and the overall end-to-end delivery time. It should be noted that the measurements concern country residents for whom collection/delivery is carried out from/at the nearest access point of the USP to the place of residence of the individual or company participating in the measurements. Collection points may be either postboxes or post offices but delivery is made solely at the recipient's premises.

These measurements exclude areas not served by land, sea, or air public transport on a daily basis. They also exclude areas which are fairly inaccessible, irrespective of the means of transport may serve them. However, the USP is obliged to serve such areas by carrying out one collection/delivery on the days when there are scheduled public transport services to/from those areas. The measurements also exclude areas where delivery does not take place "at home", and the postal service point is either a post office box located at a distance no further than 1 km from home or another appropriate infrastructure (e.g. a communal space) close to home. Consequently, quality measurements concern approximately 75% of the country's

has been showing a steady, annual increase at a rate of 1.1%. The reliability indicator (i.e. the percentage of items whose end-to-end handling did not require more than 3 working days) also displayed a steady improvement of half a percentage point annually. As a consequence, the percentage of non-delivery of Domestic mail within a reasonable time period was lower than 2%. However, in 2008, although the speed of delivery (>7%) was missing the target that the USP was required to achieve, the reliability indicator did slightly exceed the target set by the State.

As far as International Mail is concerned, the International Postal Corporation (IPC) has been conducting measurements on behalf of its member-USPs for over a decade. Here, the speed (reliability) indicator is defined as the percentage of First Priority International mail from the origin country to the destination country within 3 (5) working days. In 2008, 34 countries participated in the quality of service measurement system. With the exception of a small number of East European countries which are new entrants in the system, the USP in the majority of the countries was able to achieve the target set by the State for the Incoming/Outgoing mail speed (reliability) indicator.

For the USPs of the European Union (EU) member-states, the stage of collecting international mail and forwarding it to their country's gateways is accomplished in a fast and reliable manner. Moreover,



the transport time from country A to country B is almost the same to the corresponding time in the opposite direction, for an item subject to the same characteristics. So, the difference in the transport time to either direction might occur due to differences in the item handling procedures upon departure/arrival from/to the country of origin/destination (e.g. an airport). Consequently, the speed of international mail end-to-end delivery is primarily affected by the item handling time within the destination country. Therefore, the difference in Incoming/Outgoing mail delivery speed between Greece and any other EU member-state provides a standard of comparison with respect to Domestic service quality of each of the two countries. Considering that the main volume of mail within the EU is handled in the markets of 6 western European countries (France, Germany, Italy, the Netherlands, Spain, and United Kingdom), it is worth comparing the speed of delivery accomplished in those 6 countries to the respective delivery speed accomplished in Greece on the basis of the international mail measurements (Table 5.2.).

Gradually, mail delivery speed in our country has been converging towards the delivery speeds of developed West European countries. Yet, differences do exist. In some cases, such as Germany's, these differences approach an average of 10 percentage points thus reflecting the different market structures of the countries being compared. According to the measurements of 2008, delivery in Germany, the United Kingdom, and Spain was definitely accomplished faster than it was in Greece. Table 5.2. also reveals that Spain is the only country in western Europe where the Incoming mail delivery time is still below target, while Greece's difference from the remaining countries under comparison (France, Italy, and the Netherlands) is no greater than 5 percentage points.

Similarly, the comparison between the reliability of the USPS' networks in the same 6 countries and the reliability of ELTA's network, reveals that, in 2006-2008, the average difference between Greece's reliability indicator (H+5) and the indicators corresponding to each of the 6 western European countries is no greater than 2 percentage points. Given that the UNEX system's reports do not include the number of test letters routed between the participating countries, it is impossible to calculate a standard error of the estimated difference in speed/reliability of operation of ELTA's network in comparison to the networks of the other countries' USPSs, nor is it possible to calculate an overall Incoming/Outgoing mail speed/reliability indicator for any country.

Compared to the other EU member-states, our country has a rather small number of street letter-boxes per 10,000 residents. This number has been considerably reduced in 1998-2007 mainly for the purpose of cutting down the USP's operating cost.

Reducing the number and/or the daily frequency of collection of the mail volume in letter-boxes may help in cutting down the operating cost but, on the other hand, it has an adverse effect on the quality of US provision as consumers and small enterprises are forced to visit the nearest post office during business hours for their mailing needs. It should be noted that letter-box density (number per resident) is definitely higher in the Western European countries than it is in Southern/Eastern European countries.

Although the number of the USP's central postal service stations (post offices, postal agencies) per 10,000 residents in Greece increased in 1998-2007, it, nevertheless, remained quite low compared to the other states of the EU. In 1997, postal agencies represented less than 20% of the USP's service stations. Still, ten years later (in 2007), the respective percentage

was higher than 50%. The gradual replacement of post offices by postal agencies was a method for reducing the retail network cost on the part of the USP. On the other hand, the existence of post offices further enhances the USP's revenues through the sale of financial/insurance products (15% of ELTA's revenues in 2008 came from financial business). The USP in our country aims at increasing its stake in a domestic bank corporation. Nevertheless, in the countries of Western Europe, USPSs are moving in the opposite direction, assigning their financial businesses to respective domestic banking establishments.

5.3. Universal Service Costing

The Activity Based Costing (ABC) method is used for the allocation of the USP's annual total cost to approximately 4,000 postal and non-postal products. For the implementation of the ABC method the USP designed and developed an integrated IT costing system whose assessment by EETT was completed in 2009. For testing purposes, cost data of 2007 was used while for its first productive operation cost/budget, data of 2009 will be used.

In 2008 prices, the annual average cost growth rate of the USP in our country is estimated at 2.3% for the period 2006-2008, though it has been steadily decreasing every year. Over time, 75% of the USP's total costs is comprised of labour expenses which increase at annual rates that are lower than the respective rates of total costs (mainly due to freezing the recruitment process). Total cost is estimated near 600 million euros in 2008 and was allocated in two stages. Firstly, cost sources are allocated to the activities, using resource drivers. Secondly, the activities' cost is allocated to products by applying of the appropriate cost driver. There are also direct costs which are directly assigned to the products without having been previously assigned to activities.

Apart from staff costs, cost sources include: fixed asset depreciation, cost of goods sold, charges for services provided by third parties, interest expenses, supply costs, miscellaneous charges, etc. Activities fall under three broad categories: main (e.g. transport), secondary (e.g. Central Management), and supportive (e.g. collection related works). The costs of secondary/supportive activities are re-allocated to the main activities during the 1st stage. It should be noted that there are more than 1,000 resource drivers at the 1st stage, most of which concern the allocation of wage and depreciation cost to the activities. Calculation of

the cost drivers of the 2nd stage takes into account the phases a product undergoes from collection to delivery (routing), the product volume, the time spent at each production phase, and the number of items per package (e.g. bulk mail).

The most significant reason for developing a costing system is (a) the determination of the cost-oriented prices of the provided services, after allowing for discounts and (b) the calculation of the operating result, and evaluating the compensation fund, in case US provision proves to be unprofitable. The USP's discounts are calculated on the basis of volumes and pre-discount revenue. The level of discounts is based on the cost which, due to the preparation of the items by the customer, is not incurred by the USP.

In all EU member states, delivery is the most time-consuming stage of end-to-end handling, as well as the most expensive one. In fact, almost half of the cost is incurred during the delivery phase and it is approximately double that of the collection phase's (see chart 5.1.). In an effort to reduce cost, the USP either increases the distance of the point of delivery from the receiver's residence (post office boxes – communal spaces), or it rearranges routes of delivery in the country's urban, semi-urban, and rural areas. Nevertheless there have been no techno-economic studies to measure the impact of these measures on the quality of the provided services. Furthermore, the costing system ignores the geographic dimension in the evaluation of cost. As a result, Postal Services cannot be priced according to the end-to-end distance.

The allocation of cost among the phases of the production chain varies between the products of the USP. It should be noted that "small" items –in terms of size (dimensions) and weight (<20 gr)– form the majority (>75%) of First and Second Priority mail-items of the US and generate significant revenues for the USP. The liberalisation of the postal market as of January 1, 2013 will pave the way towards permitting alternative enterprises to handle "small" items.

The costing system enables the USP to detect the services with a negative operating result, indicating at the same time the appropriate actions to take in order to return to profitability. For example, in the three-year period 2006-2008, the International First Priority service (which mostly concerns consumers/small enterprises) has shown a decline in revenues (in 2008 prices) of 4% on average, mainly due to decreased volumes (>5% annually). Moreover, real costs (in 2008 prices) have been decreasing at a slow rate (a mere 2.6%) compared to revenues, thus making the provision of this service unprofitable over time. Therefore, the USP must either increase the handled

Table 5.2.

Proportional Domestic Service Quality Difference Between the Western European Countries and Greece, deriving from International Mail Quality Measurements (H+3)

Year	Germany	United Kingdom	France	The Netherlands	Italy	Spain
2006	9.9	5.9	11.2	3.9	7.8	10.9
2007	11.0	0.5	4.4	4.3	2.5	4.5
2008	7.0	6.8	3.3	3.4	4.7	6.0
Average Difference	9.3	4.4	6.2	3.9	5.0	7.1



volumes or further decrease cost, or even renegotiate the level of discounts. Another example is the Second Priority Domestic service (business mail) where in the period 2006-2008 the average annual growth rate stood at 6% for handled volumes and at 7% for real revenues with real cost increasing at an even higher rate (8%), thus significantly reducing the profitability of the service concerned. During the period 1998-2008 the index of Postal Service prices in our country rose at a quite higher rate than the index of consumer prices. Moreover, the price of the First Priority Domestic product –small size, 20 gr. of weight– in the same period climbed at a rate higher than the index of Postal Service prices.

5.4. Data and Tendencies of the Greek Postal Market

According to EETT's annual review "Greek Postal Market – Trends for 2008", in our country at present there are more than 3,300 postal network central points (hubs, shops, warehouses) for the provision of the US as well as courier services. Approximately only 1/4 of these points belong to the USP despite the fact that the area of the USP's infrastructures covers more than 60% of the entire postal network area. End-to-end postal item handling is carried out using more than 10,000 vehicles (commercial cars, motor-bikes, other vehicles). The entire infrastructure of the postal network is being used today by approximately 1,100 licensed enterprises for the provision of Postal Services (their own networks included).

Postal enterprises in our country employ more than 22,000 people. About half of the market's staff is employed by the USP. Most of the sector's employees are contracted on a full time basis by the enterprises they work for. Employees in the Postal Sector are, mainly, high school graduates. Half of the sector's employees work in the distribution, postal work's most difficult phase.

In 2008, although more than 50 million items were handled by Courier Services, there were only 7,000 reported cases of deficient Postal Services provision. Such deficiencies mainly concerned delays in delivering items to their recipients (56%), while loss of items was the second most common case of poor service provision (29%). In total, the compensations paid to users of Courier Services reduced the sector's total revenues which are estimated to be an approximate 300 million euros, by 1.1 million euros. Almost all of the complaints were resolved by means of amicable settlement (97%). Very few cases were resolved through a DRC, EETT's Hearing or brought before a court of law. There are no data available from the USP, regarding complaints of US provision and the ways in which they were dealt with.

Moreover, throughout 2008, the USP held a dominant position (94%) in the handling of postal items weighing up to 2 kg, in contrast to the parcel market where the majority of items (87%) were handled by Courier enterprises. Courier enterprises in the specific market are able to generate high revenues, since parcels generate 20% of the postal market's revenues (US and Courier sector). Parcels constitute a small percentage (2%) of the total of handled postal items.

Handled postal items are usually collected and delivered within the Greek Territory both for the US market (88%) and the Courier sector (93%). Cross-border postal item collection/delivery is a particularly profitable business for the Courier sector generating 30% of sector's revenues, while the respective share for the US market hardly exceeds 15%. Private Courier networks have signed collaboration agreements, through which, about 5% of the volumes are handled and less than 10% of the Courier market's revenue is generated. More than 75% of the domestic items (US and Courier sector) come from Athens and Thessaloniki mostly because business activity is concentrated in those two cities. This fact also explains why 65% of the Courier sector's infrastructures is to be found in those two cities.

Our country's close links with other European countries (either within or outside the EU) are demonstrated by the fact that 3 out of 4 incoming/outgoing courier items arrive from/travel to Europe. Moreover, our country's collaboration with the emerging economies of the Asian continent is confirmed by the significant incoming/outgoing volumes of courier items (20%/10% respectively). In the Courier sector, 1 outgoing item corresponds to 1.5 incoming items, while the respective ratio in the US market is 1:1.

Addressed direct mail is a key driver of growth for enterprises holding a Special License. The available

data of 2008 reveal that direct mail accounts for 46% of the items in the liberalized part of the US market and generates 1/3 of their revenues. Correspondingly, 10% of the items handled by the USP and 6% of its revenues come from its activity in the direct mail sector. With the liberalization of the market as of 1 January 2013, direct mail is expected to play a dominant role in the growth of domestic competition.

The average price of delivering a parcel by Courier is approximately twice as high as the corresponding price of a letter, assuming the two items are delivered to the same domestic/international destination and are handled in a similar way (the same single or combination of postal networks is responsible for item's handling). The commission paid to local agents (with or without a local General Authorization License) by Courier corporations (holding a Regional/National License) for the handling of mail items with specific domestic/international destination may reach 30% of the price paid by consumers. The respective commission for the handling of parcels is estimated to exceed 10% of the retail price. International dispatches are, on average, 6-7 times more expensive than domestic ones, assuming the items are of the same type (letter/parcel) and are handled by the same network or combination of networks.

The USP handles approximately 93% of the volume market over time with an estimated average annual

Chart 5.1.
Cost Allocation Among the Phases of the Postal Production Chain

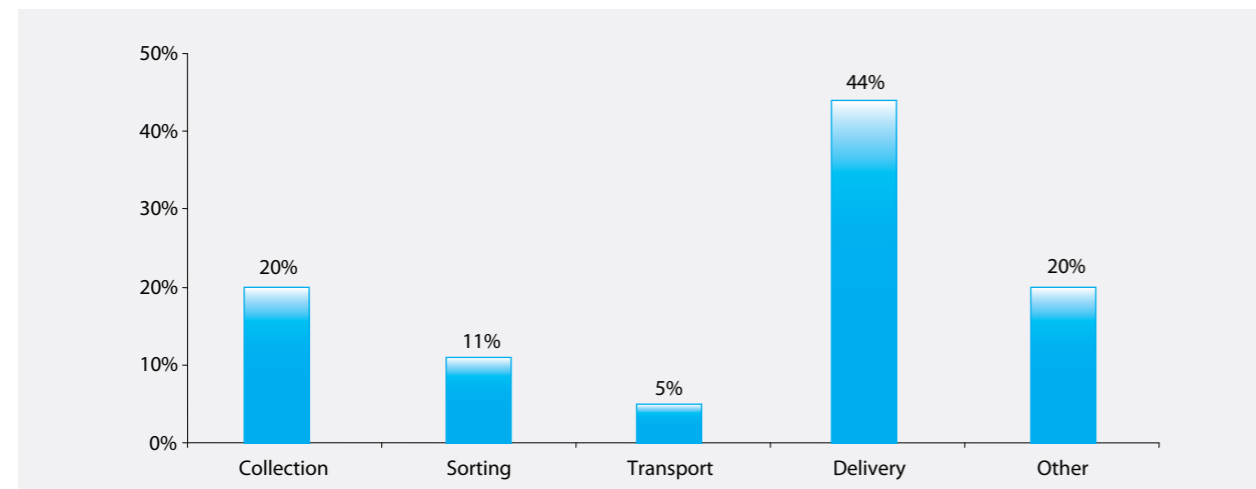


Table 5.3.
Essential Figures of the Greek Postal Market

Volumes (in millions of items)	2006	2007	2008
Universal Service Provider	687 (93.0%)	716 (93.1%)	719 (92.5%)
Courier Sector (General Authorisation)	45 (6.1%)	46 (6.0%)	51 (6.5%)
Liberalised Part of The Universal Service (Special License)	7 (0.9%)	7 (0.9%)	7 (0.9%)
TOTAL	739 (100.0%)	770 (100.0%)	777 (100.0%)
Revenues (in millions of euros -2008 prices)			
Universal Service Provider	446 (61.0%)	451 (60.4%)	450 (59.8%)
Courier Sector (General Authorisation)	282 (38.6%)	293 (39.2%)	299 (39.8%)
Liberalised Part of The Universal Service (Special License)	3 (0.4%)	3 (0.4%)	3 (0.4%)
TOTAL	732 (100,0%)	747 (100,0%)	753 (100,0%)

volume growth rate of 2.6% in the three-year period 2006-2008, driving the growth rate of the entire market (2.3%) for the same period. Although the courier services sector records the highest volume growth rate, (almost three times higher in comparison to the corresponding USPs rate – 6.1%), it handles only 6% of the market's volume over time. Progress in the liberalisation of the US sector has been rather slow in Greece since enterprises with an Individual License handle less than 1% of the market's items over time. However, their growth rate is 1.5 times higher than that of the USP.

Regarding revenues in the three-year period 2006-2008, the deflated average growth rate of the market does not exceed 1.5%, though on an annual basis, the real revenue growth rate of Postal Service enterprises has been decreasing. More specifically, the real revenues of the USP remained almost stable (growth rate <0.5%) for the period under study, while courier services continue to enhance their revenues at an average annual rate of 3%. Given that the liberalisation of the Universal Services is still at an early stage, the fact that enterprises with a Special License have a negative real growth turnover rate, does not reflect the future growth dynamics of this market segment.

Although the generated revenues of the postal market account for only an infinitesimal percentage of the Gross Domestic Product (GDP) (<0.5%) they still provide significant support to the growth of other sectors (e.g. commerce and services generate approximately 65% of the total revenues of the courier market) which are making a substantial contribution to the national economy.

5.5. EETT Controlling and Monitoring Actions

In 2009, in collaboration with the Athens Chamber of Commerce and Industry (ACCI) and the Professional Chamber of Thessaloniki (EETH), EETT identified companies which they claim to provide Postal/Courier Services as one of the scope of their business activity, but had not registered with EETT.

Detailed investigation into this issue resulted in the detection of a total of 233 enterprises falling within this category. Initially, it was requested by EETT to these companies, to submit analytical information regarding their primary/secondary business activities. In the case of provision of Postal Services, independently or in cooperation with other (licensed or non-licensed) enterprises, a detailed description of the provided

service was requested. The majority of the enterprises (76%) submitted the requested information to EETT on time, but in 57 cases on-the-spot inspections, were necessary to be carried out. The purpose of the inspections was the collection and evaluation of information regarding enterprise's activities and, subsequently, the adoption of a conclusion with a view to taking measures. The results of these inspections are summarized in Table 5.4.

The 57 investigations were completed in the second half of 2009. In certain cases they led to the examination of the activities of third-party enterprises (e.g. 2 enterprises were called to a Hearing, 2 cases were referred to the MITN's due competence, and in one case the enterprise was subjected to an unscheduled inspection).

Last, EETT conducted more than 100 Hearings, following the findings of inspections and/or the investigation of complaints. The results of the Hearings are summarized in Table 5.5. It should be noted that a 20,000 euros fine was imposed on one of the cases.

5.6. Goals

The goals set for 2010 focus on 3 key directions:

1. Endorsing measures to ensure the provision of a high quality US.
2. Ensuring market growth in the liberalized segments of the local market.
3. Improving the effectiveness of EETT's work.

More specifically, EETT's projects for 2010 are as follows:

- Management and monitoring of US issues, such as:
 - Conducting a market research and a Public Consultation with a view to identify user needs.
 - Recording the density and spatial distribution of the PPN and encouraging USP and Courier companies to exploit it in the most effective way.
 - Setting out procedures for the operation of post office boxes, located a short distance from home, acting as the postal service point of residents whose street numbering is inadequate (with particular attention to providing access to alternative Postal Service enterprises), submission by the USP of statistical data regarding installed and operative post office boxes throughout the Greek Territory satisfying the conditions above, and taking action for the improvement of street-numbering.

- Defining Exclusions from the five-day postal service.
- Conducting quality measurements of the Domestic/ International US.
- Issuing a leaflet on US matters.
- Monitoring and testing the cost-orientation and affordability of US prices by means of a costing model developed by the USP.
- Submission to MITN of a Draft MD regarding the process and level of compensations for deficient provision of Postal Services.
- Compilation of an annual postal market review, prepared, in collaboration with relevant stakeholders, a study on the development of transport/logistics in Greece.
- Carrying out audits in order to minimize illegal postal activity.
- Automation of the licensing process (e.g., electronic submission of applications).
- Publishing a Code of Practice for the operation of postal enterprises.

Table 5.4.
Unscheduled On-The-Spot Inspections' Results, 2009

Description	Number	(%)
Summons to a Hearing	12	(21%)
Case closed – Letter to Comply sent	9	(16%)
Case closed and referred to the MITN's due competence	9	(16%)
Case closed - No further action	27	(47%)
Total	57	(100%)

Table 5.5.
Results of EETT Hearings, 2009

Description	Number	(%)
Cautions/Warnings	73	(72%)
Case closed	14	(14%)
Cancellation (Serving a summons proved impossible)	8	(8%)
Fines	1	(1%)
Disqualifications	2	(2%)
Acquittals	2	(2%)
Adjournment (for data collection purposes)	1	(1%)
Total	101	(100%)





6. DOMESTIC AND INTERNATIONAL COLLABORATIONS

Within the scope of its responsibilities EETT collaborates at the national level with other stakeholders, participates in the international affairs, and contributes to the shaping of European developments.

Aiming to boost its effectiveness for the benefit of the Electronic Communications and Postal Services markets, EETT cooperates with Independent Administrative Authorities, governmental organisations, consumer associations, and consumer protection bodies. At the same time, EETT continues to work closely with its European partners and the European Commission on matters within the scope of its responsibilities and represents the country in community and international organisations.

In the context of its bilateral liaison with the Regulatory Authorities, EETT gets informed on matters under its responsibility, acquires valuable know-how, forms mixed groups of experts, presents its experience, and promotes its work at the European and international level.

6.1. Collaborations at National Level

6.1.1. Hellenic Competition Commission

2009 proved to be yet another year of fruitful collaboration between EETT and the Hellenic Competition Commission. During the year, the two Authorities jointly dealt with issues regarding both the Electronic Communications market and the broadcasting services market. Aiming primarily at ensuring that rules of competition were implemented, EETT thoroughly studied the draft text entailing the recent proposed amendment of Law 703/1977 by Law 3784/2009. It then published its comments on markets within the scope of its exclusive responsibility.

Among other things, the continuous communication of documents between the two Authorities and the manner in which either Authority notified each other on company acquisitions/mergers, confirmed for yet another time, the high level of coordination between EETT and the Hellenic Competition Commission.

The collaboration between EETT and the Competition Commission also extended to the European level

at which both Authorities are active members of the European Competition Network (ECN) and both placed a lot of emphasis on exchanging practices and experiences so that they may coordinate implementation of the rules of the European Competition Law.

6.1.2. Greek National Council for Radio and Television

EETT is authorized to grant radiofrequency Rights of Use⁹⁶ and supervise the radio and television spectrum⁹⁷. In the context of exercising its responsibilities in 2009, EETT worked closely with the Greek National Council for Radio and Television (NCRTV). NCRTV is the competent Regulatory Authority, authorised to examine the legal operation of radio and television stations. More specifically, NCRTV briefed EETT on the technical files of radio and television stations. In turn, EETT updated the National Radiofrequency Registry (established by EETT as early as 2008) with the technical specifications of the broadcasts of the legally operating national, regional, and local television stations.

96. According to article 9 of Law 3548/2007 "Registration of posts issued by public authorities to the local and regional Press and other provisions".

97. According to Law 3431/2006.



6.1.3. Consumer Ombudsman-Computer Crime Unit

In 2009, in the framework of resolving consumer complaints related to economic disputes with Electronic Communications providers, EETT continued its collaboration with the Consumer Ombudsman.

The aim of the bilateral liaison was, among other things, the coordination of the two Independent Authorities when dealing with the problems of consumers. It also involved EETT's further informing the Consumer Ombudsman on the legislation on Electronic Communications.

Moreover, EETT has been cooperating since 2006 with the Computer Crime Unit (CCU) of the Attica Police Department. The cooperation entails mostly protecting consumers against malicious acts perpetrated during consumer use of Electronic Communications services.

In the above context, a meeting was held in October 2009 between the Heads of the three Bodies: the President of EETT, the Consumer Ombudsman, and the Head of the Computer Crime Unit (CCU) of the Attica Police Department. The meeting addressed the particularly aggravated incidents of overcharged mobile telephony bills via the exchange of premium SMS (PSMS) messages to short codes of the 54XXX series. The result of this meeting was the establishment of a collaboration scheme between the concerned bodies in order to tackle the matter.

There were also further meetings between officials from EETT, the Consumer Ombudsman, and the Computer Crime Unit. During those meetings it was established that a large number of consumers had been filing similar complaints with all three of the abovementioned bodies. With a view to protecting consumers in a more effective manner, it was deemed appropriate to forward the relevant complaints to the General Secretariat for Consumer Affairs for further action, as well as to the Computer Crime Unit for the investigation of potential criminal liability by the competent public prosecutor. EETT examined these complaints to ascertain whether they involved potential non-compliance with the legislation on Electronic Communications and has already taken appropriate actions (see section 3.2.20.).

6.1.4. Observatory for the Greek Information Society

In December 2009, EETT signed a memorandum of understanding and cooperation with the Observatory for the Greek Information Society. The aim was the

implementation of targeted actions in order to make a well-documented assessment of Digital Convergence and prepare proposals of policies, actions and steps for the elimination of the digital divide and the participation of citizens and enterprises in the Knowledge Society.

6.1.5. Consumer Associations and Consumer Protection Organisations

In 2009, within the context of handling consumer complaints, EETT's Consumer Service Sector (CSS) had a close and fruitful collaboration with the General Secretariat for Consumer Affairs as well as with many Consumer Associations such as the General Consumers' Federation of Greece-INKA, the "Quality of Life" Consumers' Association-EKPOIZO and the Consumers' Protection Centre-KEPKA.

The complaints over the telephone together with the written ones EETT received from the Consumers' Associations concerned, among other things, objection to charges, unilateral activation of contracts, overcharged message sending, insufficient customer service and provision of deficient services. EETT's CSS recorded the complaints and informed the consumers involved in those complaints of their rights and of the respective obligations operators had towards those consumers, according to the applicable Codes of Practice and the regulatory framework for Electronic Communications and Postal Services.

6.2. International Collaborations

6.2.1. European Regulators Group

In 2009, EETT participated actively in the working programme of the European Regulators Group (ERG). The programme focused on the following considerations:

- Revision of the European regulatory framework for Electronic Communications, in which ERG has played an active, consulting role.
- Next Generation Access Networks (NGA) and regulatory challenges with respect to their contribution to market growth and ways to avoid new distortions.
- Further harmonisation of the internal market.

Moreover, EETT had a substantial participation in working groups whose formation aimed at the analysis of the following issues:

- Significant Market Power (SMP).
- IP Interconnection and NGA networks.
- International Roaming.
- Convergence Issues.
- Regulatory costing.
- Benchmarking methodologies.
- Termination rates.

6.2.2. Independent Regulators Group

By means of its participation in the Independent Regulators Group (IRG), EETT continued in 2009 its liaison with the European partners in order to investigate the prospects for further development of the Electronic Communications single market.

It should be noted that as of 2008, IRG is a legal entity based in Brussels. EETT is one of the 33 founding members that co-signed its memorandum of association and is an active IRG participant. At present, 45 Regulatory Authorities of Europe's Electronic Communications markets are members of the IRG.

In 2009, in the context of IRG's operations, IRG members continued, among other things, to review and comment, on the one hand, on the proposals the competent Commissioner for the Information Society and Media had made on the revision of the existing European regulatory framework for the Electronic Communications and, on the other, on the creation of the Body of European Regulators for Electronic Communications (BEREC) and the preparation and submission of proposals regarding BEREC's organisation and operation.

6.2.3. European Competition Network

The year 2009, in terms of the exchange of experiences and know-how between National Regulatory Authorities on competition policy issues, was again a significantly fruitful year for EETT.

More specifically, EETT participated actively in the European Competition Network (ECN) and the ECN "Telecoms Sectoral Subgroup" in particular. As competent Authority it provided its know-how in matters relating to the way of defining and analysing the markets within the scope of its exclusive responsibility, the particularities of the Electronic Communications network, the radiofrequencies, the

broadcasting services market and the imposition of fines.

In the framework of its participation in the ECN, EETT was thoroughly briefed on the coordinated implementation of the rules on competition as stipulated in Articles 81 and 82 of the EC Treaty. It also received full information on the importance and the improvement of the ECN "Model Leniency Programme" adopted by the other member-states for enterprises engaging in antitrust practices.

6.2.4. European Mediterranean Regulators Group

EETT is a founding and active member of the European Mediterranean Regulators Group (EMERG). The Group comprises the Regulatory Authorities of the Mediterranean countries, including EU member-states and non-EU countries of the Euro-Mediterranean Partnership. Ultimately, the Group's goal is to develop an Electronic Communications market which, despite the individual local characteristics and the different degree of growth of each national market, will be inspired by the European model of transparency and regulatory stability to the benefit of enterprises and consumers alike. At the same time, such an encompassing market will consolidate equal access of all citizens of the broader region to the Knowledge Society.

2009 was a year of preparation for EMERG since the active support of the European Commission was guaranteed and, subsequently, the working programme for 2010 was prepared (expected to be approved by the first Plenary Meeting of 2010). The programme's agenda includes issues of high interest for the local markets such as the evolution of fixed networks, NGA networks, the transition to digital television, the independence of the Regulatory Authorities, technological convergence, regulation through the market analysis procedure and the Universal Service (US).

6.2.5. Comité Européen de Réglementation Postale

In November 2009, the 41st Plenary Meeting of the European Committee for Postal Regulation (CERP) was held in Monaco with the participation of the President of EETT. The operations of the Plenary Meeting focused on the best regulatory practices and the additional regulatory requirements arising from the forthcoming full liberalisation of the postal sector in Europe.

98. According to the provision of par. 2 of article 13 A "Sanctions" of Law 2251/1994 GG Issue 159/A "Consumer Protection", as applicable.



The main issues discussed at the Plenary Meeting concerned the following:

- US costing.
- Ways of compensation in the event that US provision proves to be prejudicial.
- Quality assurance of the US.
- Consumer issues.
- Market data collection, analysis, and presentation.
- Collaboration of the Regulatory Authorities.
- Introduction of ecologic technologies in the postal production chain.
- Terminal dues, customs, and issues regarding the full liberalisation of cross-border mail.

Moreover, the future role of the Regulatory Authorities was extensively discussed as were issues relating to the reorganisation of CERP with the participation of other bodies such as the Universal Postal Union (UPU). In the matter of the necessity of conducting quality measurements of the domestic/cross-border mail services in a fully liberalised European market, it was stressed that standardisation of the measurements would be useful in order to enable comparison of results between member-states.

6.2.6. Postal Directive Committee

The meeting of the Postal Directive Committee (PDC), held in Brussels in December 2009, recorded the progress made by the member-states in the implementation of the 3rd Postal Directive. The issues discussed included costing methodology⁹⁹, access to the infrastructures of the Public Postal Network (PPN), contracts of the Universal Service Provider (USP) with major customers, alternative enterprises' market shares in the US market and reinforcement of the Regulatory Authorities' role after market liberalisation.

Other items in the agenda also included the progress of the PDC working group's proceedings relating to market monitoring, consumer protection, VAT imposition, accounting separation of US products and the development of relations with other bodies such as the UPU.

6.2.7. 13th PostExpo Exhibition

In September 2009, EETT participated in the 13th PostExpo postal technology exhibition, held in Hanover, Germany, where automated systems were introduced with regard to the following processes:

- Sorting.
- Parcel transport and classification.
- Post office box operation.
- Direct mail management.
- Fleet management and route optimization.
- Address validation.

In the framework of the Exhibition, the impact of the crisis prevalent in the international postal market was discussed. In that context, it was pointed out that USPs are capable of addressing the impact provided they undergo reorganization and develop value-added services. As it was stressed, domestic mail volumes significantly decreased due to the crisis in contrast to parcel volumes which decrease at a slower pace. Moreover, extensive reference was made to innovative services provided by European enterprises using high-end technologies. It was followed by an account of the efforts made by certain enterprises to reduce the pollutant emissions resulting from the provision of Postal Services.

6.2.8. Other Official Committees

In 2009, EETT participated in the operations of the following EU Committees and Groups, thus contributing in the shaping of European developments:

- Forum of European Supervisory Authorities for Electronic Signatures (FESA): The purpose of the forum is the collaboration between the competent bodies, the exchange of views, and the development of common positions on issues arising from the implementation of Electronic Signatures.
- Working Group Frequency Management (WGFM): This is a working group of the Electronic Communications Committee (ECC) responsible for frequency management. Together with members of the European Conference of Postal and Telecommunications Administrations (CEPT), WGFM issues special regulatory provisions (decisions, recommendations and reports) on all matters regarding frequency management, such as mobile services, broadband wireless access, IMT systems, and short-range devices. At the same time, EETT participated in the operations of the WGFM PT22 project team for spectrum monitoring. The project's purpose is the implementation of procedures for measurement techniques, the entry into agreements for cross-border activities and the exchange of information at technical and administrative level.

- Radio Spectrum Committee (RSC): It was formed pursuant to a European Commission Decision in order to determine harmonised conditions for the availability and effective use of the radio spectrum. These conditions are indispensable in establishing and operating the internal market in community policy sectors such as Electronic Communications, Transport, and Research and Development.
- Telecommunications Conformity Assessment and Market Surveillance Committee (TCAM): it was established in order to assist the European Commission and deliver opinions on issues relating to the implementation of Directive 1999/5/EC on Radio and Telecommunications Terminal Equipment (RTTE) and, where appropriate, issue guidelines on particular issues.
- Administrative Co-operation Group (ADCO): Its basic responsibility is to support actions geared towards a common approach to the problems involved in the monitoring of the RTTE market.

6.2.9 Cooperation with European Regulatory Authorities

In March 2009, within the framework of its cooperation with the European Regulatory Authorities, EETT hosted an event at its headquarters for executives from the Office of the Commissioner of Electronic Communications and Postal Regulation of Cyprus (OCECPR). The aim of the event was the exchange of information and know-how on postal market matters.

In November 2009, the President of EETT participated in the 8th Meeting of the Presidents of Regulatory Authorities of Southeastern Europe. The Meeting was held in Nicosia, Cyprus. Its objective was to discuss the strategies of the region's countries for the development of the national networks of broadband access.

Moreover, EETT's President also participated in the annual international conference of the Spanish Regulatory Authority for Telecommunications (CMT), held in Barcelona, Spain, on November 23 and 24, 2009. The agenda of the conference included the regulatory issues arising in an environment of

technology convergence, the European regulations governing broadband NGA networks, the effective management of radio spectrum, the digital dividend and the economic models for regulation of combined communication packages of broadband access and audiovisual content. A memorandum of cooperation between the Presidents of the Regulatory Authorities of Greece and Spain was agreed upon and an exchange of know-how in matters of common interest took place.

6.3. Goals

The following goals have been set in the field of collaborations:

1. Close and rewarding cooperation of EETT with bodies, governmental and NGO's alike, in matters pertaining to EETT's responsibilities.
2. Provide the necessary assistance to the State so that the country may be efficiently represented in European and international organisations.
3. Constant EETT cooperation with the European Commission and international organisations within the scope of its responsibilities in the sectors of Electronic Communications and Postal Services.
4. Contribute to the shaping of developments in the sector of Electronic Communications primarily via the BEREC and IRG groups. Respectively, in the sector of Postal Services, contribute to developments mainly through the CERP and PDC Committees.
5. Regular participation in Committees and groups responsible for radio communication matters.
6. Reinforcement of the presence of EETT in regional congresses and development of bilateral collaborations with other Regulatory Authorities (e.g., the signing of a memorandum of cooperation with the corresponding Authority of Spain, CMT).

99. Ex-ante, ex-post, single price procedure, price cap procedure.





7. EETT: ORGANISATIONAL DEVELOPMENT

As it has already been mentioned, EETT is an Independent Administrative Authority enjoying administrative and financial independence. Its main role consists of regulating, monitoring, and supervising the Electronic Communications networks and services market as well as the Postal Services market in Greece. EETT's goal is, on the one hand, to ensure the two markets' smooth operation in a competitive environment and, on the other, consumer rights protection. In order to effectively manage its goals, EETT is required to organize its services in a flexible manner, adaptable to the needs of the market.

7.1. Internal Organisation

7.1.1. Organisational Structure

EETT comprises:

- The nine-member Plenary, consisting of the President, the Vice-President for Electronic Communications, the Vice-President for Postal Services and six more members.
- The Scientific Experts.
- The Permanent Staff.

EETT's organizational structure is presented in detail in Chart 7.1.

7.1.2. Human Resources

At the end of 2009, EETT's staff comprised 228 employees compared to 217 at the end of 2008. Out of the above employees, 162 were engaged on a permanent basis (i.e. they held a statutory post), while 66 were External Associates – Members of Working Groups. Moreover, 3 policemen were seconded to the Spectrum Monitoring Department, covering relevant needs.

The evolution of EETT's human resources is presented in Chart 7.2. The number of employees engaged per category of staff is shown in Table 7.1.

Chart 7.3. depicts the educational level of EETT's staff.

7.1.3. Training Programme for EETT's Employees

In the context of constantly informing on and further training its employees in matters relating to their job specialization and task, EETT supports a wide range

of educational schemes which includes training seminars, participation in forums and international conferences, etc.

Throughout 2009, EETT executives participated in international conferences and educational seminars relating to their operational functions in order to become familiar with the developments in the Electronic Communications and the Postal Services markets.

The total cost for education in 2009 amounted to 40,000 euros. A significant part of EETT's educational programme was funded by the Operational Programme for the Information Society (OPIS) which is part of the 3rd Community Support Framework (CSF III).

7.1.4. Employee Care

Provision of Health and Safety Services

With a view to guaranteeing the safety and health of its workforce, EETT offers its staff the services of a health and safety inspector and an occupational doctor both outsourced to an external associate. This initiative aims at minimizing professional risks and preventing workplace accidents and diseases by taking the necessary measures and keeping employees informed.

Without fail, EETT takes all the necessary steps in order to improve working conditions keeping in line with the safety inspector's recommendations and in cooperation with the Occupational Health and Safety Committee which comprises representatives of the employees. Moreover, all employees are regularly informed by the safety inspector and the occupational doctor on individual precautions they must take while working.

Chart 7.1.
EETT's Organisational Chart

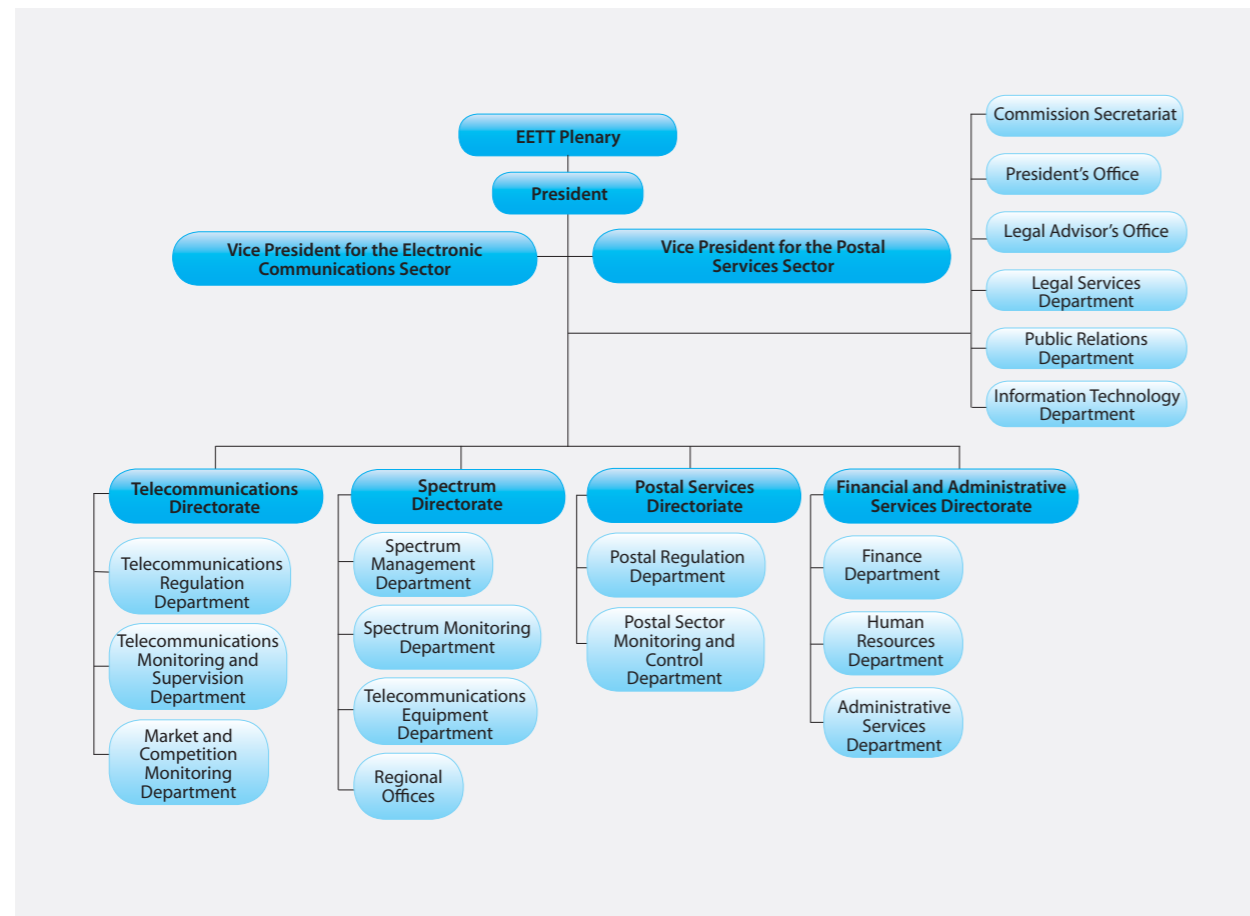


Chart 7.2.
Evolution of EETT's Human Resources, 2001-2009

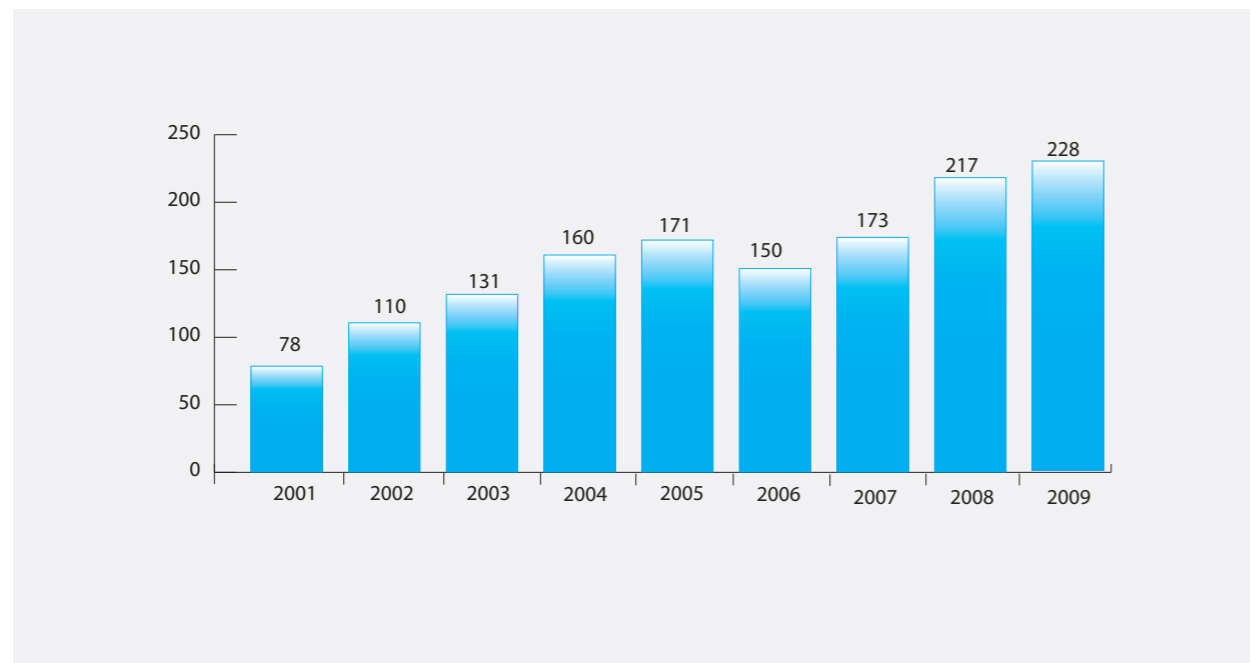
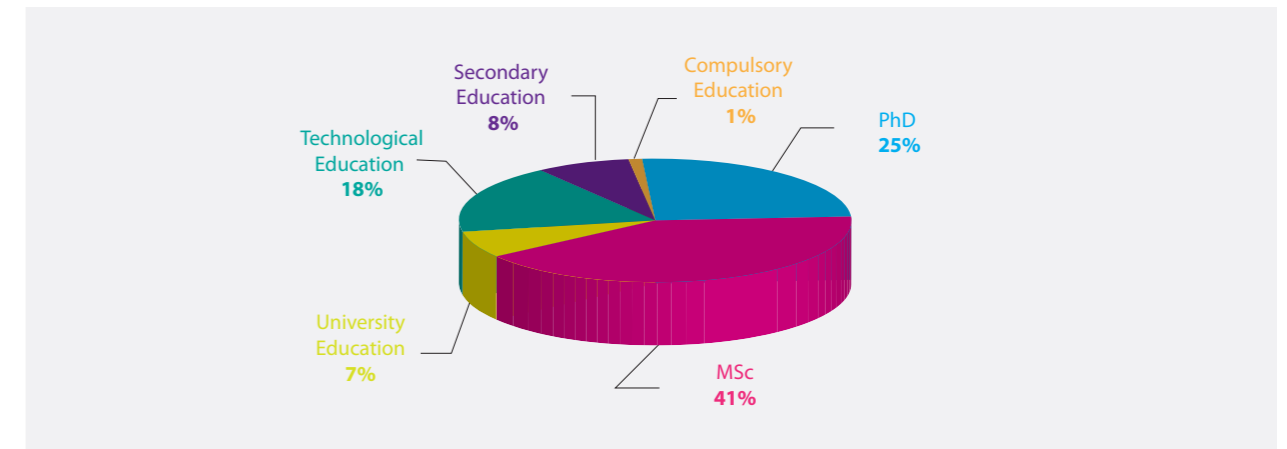


Table 7.1.
Employee Distribution per Staff Category, 2001-2009

Staff Category	31-12-01	31-12-02	31-12-03	31-12-04	31-12-05	31-12-06	31-12-07	31-12-08	31-12-09
Scientific Experts	37	56	69	64	70	69	85	83	99
Permanent Staff	21	35	42	42	63	66	68	66	63
Temporary Staff	0	0	0	34	0	0	0	0	0
External Associates (Working groups' members)	20	19	20	20	38	15	20	68	66
Total	78	110	131	160	171	150	173	217	228

Chart 7.3.
Educational Level of EETT Staff



Free ADSL Connection

As of 2006 EETT offers free ADSL connections to the homes of all its employees. In this way, employees become familiar with modern methods for Internet

access and enjoy all the benefits that broadband Internet entails in matters of research, information, and communication. By the end of 2009 all EETT employees enjoyed high quality and speed connection.

7.2. Integrated Information System

In 2009, final acceptance of EETT's integrated information system (IIS) took place after having begun operating the year before. The IIS has radically upgraded both EETT's mode of operation and the quality of services provided to consumers in the Electronic Communications and Postal Services markets.

More specifically, the operation of the IIS had the following results:

- Improvement of staff productivity/performance.
- Strengthening of the prospects for horizontal collaborations between executives and EETT's administrative units.
- Upgrading information mechanisms and capabilities.
- Improvement of the services provided by EETT to citizens and to cooperating organizations.

The IIS software is comprised of the following four sub-systems:

- Document and Process Management sub-system: it has a horizontal character and enables electronic distribution and monitoring of documents.
- Business operations support sub-system: it concerns the management and monitoring of Licenses in the Electronic Communications and Postal Services sectors as well as the management of consumer complaints.
- Financial and human resources management sub-system.
- Sub-system for Communication with the External Environment which provides the necessary infrastructure for the automation of the communication procedures as well as for EETT's publicity and public communication actions.

The expansion of spectrum use fees' calculation and pricing has been a significant upgrade of the IIS and came as a result of the implementation of direct communication of the IIS with the National Spectrum Management and Monitoring System (NSMMS).

EETT's IIS is co-funded by the OPIS of the CSF III. Approximately 80% of the project is financed by the European Regional Development Fund (ERDF).

7.3. Website

In 2009, within the context of implementing its action plan for informing the public EETT took actions for the optimal use of its website. The efforts were focused on enhancing the website with information that would prove of interest to the consumer and on providing online interactive communication with the citizens.

More specifically, with a view to improving the user-friendliness of its website, in July 2009, EETT started a radical reconstruction of its web pages addressed to consumers. Particular emphasis was placed on how to guide users to seek information, advice and solutions in a straightforward manner (see Picture 7.1.).

Picture 7.1.

The Consumer Section on the EETT Website



The provision of interactive communication services to citizens through the website was supported with the launch of a communication form which invited citizens to submit their questions or comments by name. The form is protected from unsolicited communication by means of a CAPTCHA (Completely Automated Public Turing test to tell Computers and Humans Apart) field. Consumer questions/comments are handled via a special application especially designed for this purpose. Citizens who express

interest receive a response to their query via e-mail. Alternatively, all EETT answers are grouped and posted in the "For Consumers" section of the website.

Written complaints are also handled by an application developed within the framework of the IIS. For user convenience, a new form was designed for the submission of complaints on Electronic Communications issues which invites complainants to describe their complaint, give a background, and attach any relevant documents.

Moreover, in 2009, in order to inform the public in an improved and more comprehensive manner, EETT implemented the Broadband Geographic Information System (GIS) on its website. This is the first "electronic Land Book" of the Electronic Communications network. Among other things, it gives consumers information about the areas of the Greek Territory where fast Internet (ADSL) is available, as well as about the expected access speed (see section 2.2.).

Furthermore, in 2009, EETT utilized its website in order to advertise events that it organised during the year. In February, it posted an advertising banner for the one-day conference "Digital Dividend, Challenges and Opportunities in the New Digital Era" and, in March, a banner for the one-day conference "Developments in the Postal Market, Regulatory Interventions and Growth Prospects". In May, it created a special section on the website, dedicated to the 4th International Conference on Broadband, themed "Convergence of Broadband Telecommunications and Media" from where it broadcasted online the two-day event. In September, the website advertised EETT's participation in the 74th Thessaloniki International Fair (TIF).

With a view to upgrading the provided services and reducing operating cost, EETT also contracted in 2009 the hosting of its website and the provision of Internet access services to a provider. In March 2009, content migration was completed and EETT's applications have since been displayed in the Internet using the provider's network and infrastructure.

7.4. Financial Data

According to Law 3431/2006¹⁰⁰, EETT is obliged to prepare on annual basis financial statements which are audited by certified/registered auditors. EETT's Balance Sheet and Profit and Loss Account for 2009, together with the registered Auditor's supplement, reflect the Administration's and the Employees' overall effort for sound management¹⁰¹.

More specifically, the Profit and Loss Account includes the total of EETT's income (revenues) and expenses (expenditure). The Operating Income (Miscellaneous Fees) and Expenses (Operating Expenditure) form the net operating results and, with the addition of the extraordinary and non-operating results (Losses and Profits), the total result for the year is formed. For the year 2009 this result has been positive (profit) and amounts to 34,819,296.73 euros.

The total expenses for the year 2009 amounted to 19,431,069.34 euros. Out of the above expenses, an amount of 16,682,157.50 euros concerns EETT's cost of Services Provided (reduced by 4.09 % in comparison to 2008). A further amount of 2,746,096.71 euros concerns Administrative Expenses (reduced by 4.25% in comparison to 2008).

Moreover, EETT paid in 2009 the amount of € 1,722,320.11 to cover needs and actions of the General Secretariat for Communications, according to the Decisions of the Minister of Infrastructure, Transport and Networks, as prescribed in Article 62, Law 3431/2006.

Furthermore, according to the same Article, "in the event that EETT's financial management results in a positive financial outcome, a percentage of up to 80% shall be reimbursed to the national budget". To date, EETT has reimbursed the relevant amounts which concern the financial results of the years up to December 31, 2007. The next reimbursement, which comprises the relevant amounts for the years 2008 and 2009, will be made in May 2010. According to the operating results of 2008 and 2009, the reimbursement amounts to 71,211,410.78 euros.

¹⁰⁰. Par. 7, article 61.

¹⁰¹. In the context of the responsibilities arising from the provisions of Law 3431/2006 and JMD 62189/18-10-2001 (GG Issue 1391/B/22-10-2001) "Regulation for the Financial Management of EETT".



8. APPENDICES

8.1. The Greek Legislative-Regulatory Framework (01-01-2009 to 31-12-2009)

Laws, Presidential Decrees and Other Legislative Acts

NUMBER	SUBJECT	GG Issue
Law 3784/2009	Revision of Provisions of Law 703/1977 on Competition and other provisions.	137/A/13-09-2009

Regulatory Texts

DECISION NUMBER	TITLE	GG Issue
504/145/2008	Regulation on General Authorisations for the Provision of Postal Services.	46/B/19-01-2009
506/037/2009	Issue of Regulation for access and interconnection provision terms and conditions pursuant to articles 41, par. 3 and 42, par. 3 of Law 3431/2006.	369/B/03-03-2009
512/024/2009	Amendment of EETT Decision 406/22/11-10-2006 "Regulation on Licenses for Antenna Mast Constructions on land, pursuant to Law 3431/2006" (GG Issue 1666/14-11-2006).	517/B/20-03-2009
513/014/2009	Approval of Amendment to Regulation on General Authorisations – EETT Decision 390/3/13-06-2006 as in force.	492/B/18-03-2009
519/056/2009	Results of the Hellenic Telecommunications Organisation S.A. (OTE S.A.) 2009 cost audit (actual data as of 2007) for the regulated wholesale and retail markets to which a price control, cost accounting, and accounting separation obligation has been imposed, other regulations.	837/B/06-05-2009
521/032/2009	Regulation on Terms of Use of Individual Frequencies or Frequency bands.	1010/B/28-05-2009
522/028/2009	Amendment of Provisions of OTE's Reference Offer for Local Loop Unbundling and the related facilities, in approval of EETT Decision 388/012/31-05-2006, as approved by EETT Decision 429/015/04-04-2007, as in force, amended by EETT Decisions 443/028/09-07-2007 (GG Issue 1555/B/17-08-2007) and 470/038/2008 (GG Issue 490/B/19-03-2008).	1038/B/01-06-2009
528/075/2009	Regulation for the Determination of the Transit Tariffs, the Charges for the Use of Rights of Way, and the Performance Guarantees for the Transit Works for the whole of Greece, pursuant to article 29, par. 6, Law 3431/2006.	1375/B/10-07-2009
529/138/2009	Inclusion of Femtocell antenna constructions into the scope of article 1, par. 2 subpara., Law 2801/2000.	1458/B/20-07-2009
529/158/2009	Decision on the pricing policy proposed by the Hellenic Telecommunications Organisation S.A. (OTE S.A.) for the Wholesale Leased Line Services, OKSYA (Integrated Central	1489/B/23-07-2009



	ADSL Service Connection) A/A1 and OKSYA II Services and the FS ZEYS Service.	
529/229/2009	Issue of Regulation on General Authorisations for the Provision of Postal Services.	1439/B/17-07-2009
529/230/2009	Amendment of EETT Decision 504/145/16-12-2008 (Regulation on General Authorisations for the Provision of Postal Services, GG Issue 46/B/19-01-2009).	1445/B/17-07-2009
531/064/2009	Approval of OTE's Reference Offers for the Provision of wholesale Leased Lines (EETT Decision 470/37/2008, GG Issue 498/20-03-2008) and the Provision of Part Circuits (EETT Decision 477/002/23-04-2008, GG Issue 987/B/28-05-2008).	1552/B/28-07-2009
531/065/2009	Definition of the National Wholesale market for the provision of (Full and Shared) Unbundled Access in Metallic Loops and Sub-Loops, Determination of the companies with Significant Power in the said market and of their obligations (2 nd Round of Analysis).	1550/B/28-07-2009
531/066/2009	Definition of the National Wholesale market for the provision of Broadband Access, Determination of the companies with Significant Power in the said market and of their obligations (2 nd Round of Analysis).	1549/B/28-07-2009
531/067/2009	Amendment of EETT Decision 451/010/2007 "Approval of Code of Practice for the provision of multimedia information" (GG Issue 1943/B/2007).	1551/B/28-07-2009
531/233/2009	Grant of authorisation to sign documents "Under the President's Order" to an EETT official.	1551/B/28-07-2009
536/175/2009	Constitution of EETT Permanent Hearing Committees and determination of their responsibilities.	477/YODD/09-11-2009
540/023/2009	Delegation of EETT's powers to EETT's Electronic Communications sector Vice-President.	2414/B/07-12-2009

8.2. Glossary

TERM	EXPLANATION
Active Subscribers	The term "active subscribers" refers to all subscribers under contract or prepaid status who have contributed to the generation of income during the last three months. The specific income may be either retail (call or SMS/MMS, etc.) or wholesale (call reception or SMS/ MMS, etc.).
Administrative Cooperation (ADCO)	Committee responsible mainly for the support of actions regarding the common resolution of problems and the exchange of experiences on issues of Radio and Telecommunications Terminal Equipment (RTTE) market surveillance.
Application Programme Interface (API)	The software interface between the external applications – used by radio and television operators and service providers – and the advanced television equipment for digital radio and television services.
Bluetooth	Wireless short-distance telecommunication technology standard, for data transmission to digital devices using short length radio waves. It provides standardised wireless communication between PDAs, mobile telephones, portable/personal computers, printers, digital cameras etc., via a safe, cheap, and globally available non-licensed, short range radiofrequency.
Broadcasting	Transmission of sound and/or optical signals (programs) to a broad number of recipients (audience or viewers).
Call Termination	The Electronic Communications service where one of the contracting parties (the one providing the service) terminates to its network a call coming from the network of the other contracting party.
Carrier Pre-Selection	The option given to OTE subscribers, upon request, to select as a default the operator who will process one or more categories of calls (international, local, national, and calls to mobile phones). This option eliminates the requirement to dial the specific 4-digit or 5-digit code, as in the case of Carrier Selection.
Carrier Selection	The option offered to OTE subscribers to make calls through another operator by dialing a special 4-digit or 5-digit Carrier Selection Code assigned to the specific operator before the desired number.
Certification Service Providers (CSP)	Individuals or legal entities or other carriers issuing certificates or providing other services with respect to the Electronic Signatures.
Chart of Obligations to Consumers (COC)	The providers rendering Postal Services under a General Authorization must prepare a COC to include (a) a description of characteristics of the provided service and the time limits within which it is provided, (b) information for users on prices, based on the data affecting them including expected improvement of service quality, (c) the Dispute Resolution Committee with the participation of a users representative and right of attendance for the interested user (consumer). The COC also contains all other necessary information in relation to the characteristics of the Postal Services providers, the obligations and commitments to users, the management of postal items, user service, and potential compensation.
Comité Européen de Réglementation Postale (CERP)	A committee founded in 1992 in the frame of CEPT (European Conference of Postal and Telecommunication Administration) and dealing with postal issues.
Co-Migling	Refers to the capability of allocating an Electronic Communications operator's equipment in a space within OTE's Local Exchanges where the related equipment of OTE is hosted without partitions or a separate room reserved for the operator. The maintenance and operation of the operator's equipment is carried out by the operator.
Completely Automated Public Turing test to tell Computers and Humans Apart (CAPTCHA)	A type of automated test to ensure that the user of a webpage is human and not a computer. The process usually asks the user to type letters or digits from a distorted picture on the screen. Because computers are unable to respond to the request any user who succeeds is presumed to be human and not a machine.
Data Loss Prevention (DLP) System	A computer security term referring to systems that identify, monitor, and protect data in use, data in motion (e.g. network actions), and data at rest (e.g. data storage) through deep content inspection, contextual security analysis of transaction (attributes of originator, data object, medium, timing, recipient/destination, etc.), and with a centralized management framework. The systems are designed to detect and prevent the unauthorized use and transmission of confidential information.

Dialer	Dialers are software that can be transmitted through the Internet and can be installed in the computer of the consumer. This software changes the settings of the consumer's modem from one internet address to another. Usually, the change is from the common number of the Internet Service Provider (ISP) that the consumer uses, to a high cost number, either of a 90X XXX XXXX series or a number abroad (00X XXX XXXX).
Distant Collocation	Form of collocation in the framework of OTE's legal obligations through which an Electronic Communications operator obtains access to OTE sources through connecting cables.
Double Play Services	The term that is used in Electronic Communications for the provision of two different services. It may refer to any combination of the following four services, (1) fixed telephony, (2) Broadband Internet access, (3) television or video through the Internet, and (4) mobile telephony. However, its more common expression refers to the combination of fixed telephony and Internet access.
Effective Price	The price that results from dividing the revenues of a service (e.g. long distance traffic) by the volume of this service (minutes of long distance traffic).
European Regulators Group (ERG)	This is an advisory group which was established pursuant to Commission Decision 2002/627/EC and comprises the heads of the Regulatory Authorities of the 27 EU member-states, and 8 observer members, without voting rights (Bulgaria, Croatia, Iceland, Lichtenstein, Norway, Romania, Switzerland, and Turkey). Its role is to advise and assist the Commission in the consolidation of the internal market for Electronic Communications networks and services. At the same time, it operates as a link between the Regulatory Authorities and the Commission, with a view to the development of the internal market for Electronic Communications and the consistent implementation of the regulatory framework by all member states.
Express Delivery Voucher (EDV)	Document accompanying the postal item, containing identification data.
Fixed Service (Radiocommunications)	Radiocommunications service which includes wireless Electronic Communications networks between specified fixed points for the implementation of which the radiofrequencies are used.
Frequency Map	Imprint of the available channels for use at a specific geographic location and under preset circumstances.
Fully Distributed Cost (FDC)	The costing method according to which all the cost elements, including the indirect cost, are distributed to the generated products or the provided services through a total of algorithms.
Geographic Information System (GIS)	The Geographic Information System, abbreviated as GIS, is an address system for spatial data and correlated properties. In the strictest sense, it is a digital system capable of intergrading, storing, editing, analysing, and displaying geographically-referenced information. In a broader sense, it is a "clever map" tool that enables its users to create questions interactively (searches created by the user), analyze the spatial data, and adapt it. Contrary to other systems of vector design (CAD), the main GIS feature is that it operates with geographic coordinates.
Geographic Numbers	The numbers whose prefix denotes the geographic location of the number holder.
GSM Jammers	These are devices that interfere in GSM mobile telephony radiofrequency transmissions, thus preventing their reception.
Home-Zone Services	These services are provided by mobile operators and enable subscribers to make calls from a pre-defined geographic area (home-zone), at prices equivalent to the respective ones of the fixed telephony (according to the current 2009 pricelists). In the same geographic area, subscribers can also receive calls in their home-zone line via a geographic fixed number at a price that is equivalent to the fixed telephony prices.
Information and Communication Technologies (ICT)	As a term, it refers to all the different ways in which computers are used and to the purposes of this use.
IMT Systems	Technology which includes "IMT-2000", the family of standards for 3 rd Generation mobile telephony, recognized by the International Telecommunication Union (ITU) with the common name "3G" (UMTS), as well as "IMT Advanced" which includes the family of standards for 4 th Generation "4G"-mobile Electronic Communications systems through which the wireless mobile broadband access to cellular architecture can be provided everywhere.

Independent Regulators Group (IRG)	A group comprising 45 European Regulatory Authorities, which was established in 1997, aiming at the exchange of views, experiences, and practices among its members concerning issues of common regulatory interest. In 2008, the process of its establishment as a legal entity was completed according to Belgian Law. It has its base in Brussels.
Information Security Management System	Total and systematic management of the sensitive information and the dangers that threaten it, in order to protect the information received. It includes information systems, procedures and roles.
Interconnection	The physical and logical connection of Electronic Communications networks of the contracting parties in order to provide users with the ability to communicate with each other or with users of a third party, or in order to have access to services provided by a third party.
Interconnection Link	The link between OTE's switching centre (node) and the switching centre of an Electronic Communications provider which enables Interconnection.
Interference	The result of an unwanted action due to one or more transmissions, radiations, or inductions during reception to a radiosystem, demonstrated as any fall in performance, wrong interpretation, or loss of information, which, had this unwanted action not taken place, would have been otherwise received.
International Incoming Traffic	The total traffic terminating at an operator's network originating with foreign operators.
International Outgoing Traffic	The total traffic originating with an operator's network, terminating at foreign operators.
Link	The total of telecommunications equipment required for the implementation of the connection between two points of an Electronic Communications network.
Local Loop	The circuit that connects the terminating point of each subscriber with the main distributor in the OTE Local Exchange.
Mobile Service	Radio service between Mobile Stations and Land Stations or between Mobile Stations.
Multimedia Information Services (MMS)	MIS comprise value-added and premium pricing services, such as live conversation services, information services by means of recorded messages, chat services, special content provision via the Internet (Audiotex, Videotex, Premium Rate SMS-PSMS, etc.).
National Incoming Traffic	The total traffic terminating at an operator's network, originating from with networks of other domestic fixed or mobile telephony operators.
National Numbering Plan (NNP)	Rules defining the structure of numbers used by Electronic Communications operators for the provision of services to users.
National Outgoing Traffic	The total traffic originating with an operator's network, terminating at the networks of other domestic fixed or mobile telephony operators.
National Radiofrequencies Registry (NRRF)	A data base including the total radiofrequencies assigned at the national level.
Next Generation Access Networks (NGA)	Packet Switching networks for the provision of Broadband Electronic Communications services based on multiple access and backbone technologies (reaching high-quality levels). Furthermore these technologies, if desired, could provide continuous service coverage to the user and access to more than one service operators simultaneously.
Number Portability	The option given to consumers to maintain their telephone number when changing operator.
OKSYA (Integrated Central ADSL Service Connection)	The OKSYA service offers a connection with GigabitEthernet (GE) access interfaces, STM-1 POS, and ATMs, and is available in the following types, Local – Regional – Central. The Local OKSYA is available at Points of Presence (POPs) where BRAS are installed for routing ADSL traffic from all BRAS nodes in a particular Area (POP) to the facilities of a Telecommunications Service Provider.
Physical Collocation	Form of collocation according to which OTE in the framework of its legal obligations constructs a special space in its Local Exchanges which is reserved for installation of equipment of Electronic Communications operators.
Premium Rate Service	A call whose charge is higher than the maximum normal charge for geographic numbers within the country with part of the increased charge going to the operator who is assigned this number.

Private Mobile Radio (PMR)	The term describes professional radio networks of land mobile service used to meet communication needs of various professional users, such as communication networks of transport companies, radio taxis, security companies, and emergency services.
Quad Play Services	The term used in Electronic Communications to describe the combined provision of four different services which are usually the following,(1) fixed telephony, (2) Broadband Internet Access, (3) television or video through the Internet, and (4) mobile telephony.
Radio and Telecommunications Terminal Equipment (RTTE)	Equipment which includes a transmitter and/or receiver and provides communication through radio waves by means of spectrum.
Reference Unbundling Offer (RUO)	The reference document used as a basis for the contract signed for Local Loop Unbundling (LLU) provision by OTE to other operators. This document is released by OTE and approved by EETT.
Satellite Services	Services whose provision is based in whole or in part on the installation and operation of earth satellite stations networks. At a minimum, these services include radio link via earth satellite stations with the space part (uplinks) and radio link between the space part and earth satellite stations (downlinks).
Service Free of Charge	Call for which the caller is not charged.
Significant Market Power (SMP)	An enterprise is considered to hold Significant Market Power when, either individually or in cooperation with other enterprises, it holds a position equivalent to a dominant position, i.e., financial power which allows it to operate to a great extent independently of the competition, the customers, and the consumers.
Special Postal Items Track and Trace System (SPITTS)	Information system for tracking and tracing postal items.
Telecommunications Conformity Assessment and Market Surveillance Committee (TCAM)	Committee established to assist the European Commission and to issue opinions in relation to monitoring tasks with regard to the application of Directive 99/5/EC. Provided that something merits attention, the Committee issues guidelines on various matters.
Transit	The service in which one of the two contracting parties transits a call from the network of the other party to a third party network.
Triple Play Services	The term that is used in Electronic Communications to describe the combined provision of three different services. Usually, the term refers to any combination of three of the following four services, (1) fixed telephony, (2) Broadband Internet access, (3) television or video through the Internet, and (4) mobile telephony.
Ultra Wide Band (UWB)	A new form of wireless technology based on the transmission of low-energy, codified pulses in an environment within short range. It is used in commercial and industrial applications for determining the distance between objects, in security systems, and in medical systems. It is also applied in television sets, the Internet, computers, wireless local access networks (WLANs), portable wireless local networks and secret communications.
UNEX	A system for measuring cross-border mail Universal Service in European countries, sponsored by the International Post Corporation (IPC). UNEX is not used solely among the EU-27 countries but in the whole of Europe as well (34 countries participated in the measurements of 2008).
Universal Service Provider – USP (in the Electronic Communications Sector)	The operator designated by the Greek State as having the obligation to ensure provision of the Universal Service in Electronic Communications.
Universal Service (in the Electronic Communications Sector)	The provision of a fixed set of basic Electronic Communications services available to all citizens of Greece, regardless of their geographic location, at affordable prices.
Universal Service (in the Postal Services Sector)	The right granted to Postal Services users, regardless of their location in the Greek Territory, to permanently and affordably enjoy high quality Postal Services. The Universal Service in the Postal Services sector includes: a) the collection, transportation, sorting, and distribution of postal items up to 2 kg, b) the collection, transportation, sorting, and distribution of postal parcels up to 20 kg, and c) services of registered mail and deliveries with a declared value. The US includes both national and cross-border services.

Universal Service Provider – USP (in the Postal Services Sector)	The operator designated by the Greek State as having the obligation to ensure provision of the Universal Postal Service. The current USP is Hellenic Post (ELTA).
Very High Speed Digital Subscriber Line (VDSL)	The very high speed digital subscriber line is a technology providing faster data transmission than plain ADSL.
Virtual Collocation	Refers to the capability of collocation of an Electronic Communications operator's equipment in a space within OTE's Local Exchanges where the related equipment of OTE is hosted, for purposes of full or shared LLU. The maintenance and operation of the equipment is carried out by OTE.
Wireless Fidelity (Wi-Fi)	Wireless local network which uses radio frequencies to transmit and receive data, based on the IEEE 802.11 standards group.
World Interoperability for Microwave Access (Wi-MAX)	Wireless network which uses radio frequencies to transmit and receive data, based on the IEEE 802.16 standards group.



8.3. Abbreviations

ABC	Activity Based Costing	EKEM	Hellenic Centre for European Studies
ACCI	Athens Chamber of Commerce and Industry	EKPOIZO	“Quality of Life” Consumers’ Association
ADCO	Administrative Cooperation Group	ELAS	Hellenic Police
ADSL	Asymmetric Digital Subscriber Line	ELOT	Hellenic Organization for Standardisation
AGCOM	Communications Regulatory Authority	ELTA	Hellenic Post
AIA	Athens International Airport	EMERG	Euro-Mediterranean Regulators Group
AOV	Average Objective Value	EPG	Electronic Program Guide
API	Application Programming Interface	ERG	European Regulators Group
ATM	Air Traffic Management	ETA	Environmental Terms Approval
BEREC	Body of European Regulators for Electronic Communications	ETHEL	ETHEL Bus Company
BFWA	Broadband Fixed Wireless Access	EU	European Union
CAD	Computer-Aided Design	EVDAF	National Reference Data Base for Number Portability
CAPTCHA	Completely Automated Public Turing test to tell Computers and Humans Apart	FDC	Fully Distributed Costs
CCA	Civil Aviation Authority	FD/FS	Fire Department/Service
CCS	Consumer Service Sector	FESA	Forum of European Supervisory Authorities for Electronic Signatures
CEN	European Committee for Standardization	FM	Frequency Modulation
CEPT	European Conference of Postal and Telecommunications Administrations	FMS	Fixed Monitoring Stations
CERP	Comité Européen de Réglementation Postale	FORTH-ICS	Institute of Computer Science (ICS) of the Foundation for Research and Technology – Hellas
CMT	Comisión del Mercado de las Telecomunicaciones (The Regulatory Authority of Spain)	FTTH	Fiber To The Home
COC	Chart of Obligations to Consumers	GDP	Gross Domestic Product
COCOM	Communications Committee	GG	Government Gazette Issue (FEK)
CSF III	3 rd Community Support Framework	GIS	Geographical Information System
CSP	Certification Service Providers	GPS	Global Positioning System
CSSTS	Consumer Service Sector for Telecommunication Services	GRIX	Greek Internet Exchange
DCS	Digital Communication System	GRNET	Greek Research and Technology Network
DFA	Diplôme d’ Études Approfondies	GSM	Global System for Mobile Communications
DLP	Data Loss Prevention	GSPI	General Secretariat for Press and Information
DP	Disabled Persons	HPPREC	Hellenic Public Real Estate Corporation
DRC	Dispute Resolution Committee	ICC-ID	Integrated Circuit Card Identity
DSLAM	Digital Subscriber Line Access Multiplexer	ICCS	Institute of Communications and Computer Systems
ECC	Electronic Communications Committee	ICT	Information and Communication Technology
ECN	European Competition Network	IEEE	Institute of Electrical and Electronics Engineers
ECT	Treaty establishing the European Community	IIS	Integrated Information System
EDV	Express Delivery Voucher	IMT	International Mobile Telecommunications
EET	Hellenic Telecommunications Commission	INKA	General Consumers’ Federation of Greece
EETH	Professional Chamber of Thessaloniki	IP	Internet Protocol
EETT	Hellenic Telecommunications and Post Commission	IPC	International Post Corporation
EFRD	European Fund for Regional Development	IPTV	Internet Protocol Television
EKAV	National First Aid Centre	IRG	Independent Regulators Group
		ISDN	Integrated Services Digital Network

ISP	Internet Service Provider	PDA	Personal Digital Assistant
ITU	International Telecommunication Union	PDC	Postal Directive Committee
JMD	Joint Ministerial Decision	PL	Private Lorries
KEPKA	Consumers' Protection Centre	PLC	Planet Lab Consortium
KOMEX	Broadband Quality Measurements Node	PMR	Private Mobile Radio
KTEL	Interurban Buses	PSMS	Premium Short Message Service
LAN	Local Access Network	PSTN	Public Switched Telephone Network
L/E	Local Exchange	PPC	Public Power Corporation
LLU	Local Loop Unbundling	PPN	Public Postal Networks
LRAIC	Long-Run Average Incremental Cost	RFID	Radio Frequency Identification
MC	Municipal Council	RIO	Reference Interconnection Offer
MD	Ministerial Decision	RSC	Radio Spectrum Committee
MIS	Multimedia Information Services	RSUA	Research School of the University of Athens
MITN	Ministry of Infrastructure, Transport and Networks	RTTE	Radio equipment and Telecommunications Terminal Equipment
MLP	Measurement Lab Partnership	RUO	Reference Unbundling Offer
MM	Mass Media	SIM	Subscriber Identity Module
MMM	Ministry of Mercantile Marine	SMP	Significant Market Power
MMS	Multimedia Messaging Service	SMS	Short Message Service
MSISDN	Mobile Station International Subscriber Directory Number	SNG	Satellite News Gathering
MSS	Mobile Satellite Service	SPITS	Special Postal Items Track and Trace System
MTC	Ministry of Transport and Communications	SRD	Short Range Devices
NCRTV	National Council for Radio and Television	TCAM	Telecommunications Conformity Assessment and Market Surveillance Committee
NDT	Network Diagnostic Tool	TEE/TCG	Technical Chamber of Greece
NFAT	National Frequency Allocation Table	TIF	Thessaloniki International Fair
NGA	Next Generation Access network	TLRP	Tank Level Probing Radar
NPAD	Network Path and Application Diagnosis	T/S	Television Stations
NSMMS	National Spectrum Management and Monitoring System	TSL	Trusted Service List
NSSG	National Statistical Service of Greece	UMTS	Universal Mobile Telecommunications System
NTUA	National Technical University of Athens	UPU	Universal Postal Union
OASA	Athens Urban Transport Organization	US	Universal Service
OCECPR	Office of the Commissioner of Electronic Communications and Postal Regulation of Cyprus	USP	Universal Service Provider
ODIPV	Objective Determination of Immovable Property Value	UWB	Ultra-Wideband
OKSYA	Backhaul Circuit to the ADSL Network	VAT	Value Added Tax
ONU	Optical Network Unit	VDSL	Very High Speed Digital Subscriber Line
OPIS	Operational Programme for the Information Society	WBA	Wholesale Broadband Access
OSE	Hellenic Railways Organization	WGFM	Working Group Frequency Management
OTA	Local Authority	Wi-Fi	Wireless Fidelity
OTE	Hellenic Telecommunications Organisation	Wi-Max	World Interoperability for Microwave Access
PC	Personal Computer	WLAN	Wireless Local Area Network
PD	Presidential Decree	WLL	Wholesale line leasing



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