



EETT

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

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ANNUAL REPORT  
SUMMARY OF ACTIONS



# **ANNUAL REPORT 2018**

## **SUMMARY OF ACTIONS**



## Summary of actions

In 2018, EETT carried out a number of actions and undertook initiatives regarding its regulatory, supervisory and monitoring role, for the benefit of electronic communications, radio spectrum and postal services providers and users. EETT's most important actions are summarized as follows.

### Consumer issues

The Consumer Service Sector, aiming to the protection of consumer rights, handled a total of 11,863 written requests/complaints and approximately 80 telephone requests/complaints per day. At the same time, EETT issued recommendations regarding new regulatory settings for fixed and mobile number portability, as well as arbitrary charges for five-digit premium rate numbers. Additionally, EETT upgraded the System for Performance Evaluation of Broadband Connection Services, "HYPERION", and completed the update of the Price Observatory for telecommunications and postal services, "Pricescope", by incorporating fees into the prices of available telecommunications services/products. In the context of actions related to consumer awareness, an online campaign *inter alia* was launched regarding the registration of domain names ending with [.ελ]. Also, EETT published two guides informing users, individuals and businesses, about postal services.

### Electronic communications sector

*Market analysis on the basis of the European regulatory framework:* EETT conducted a public consultation regarding the 3<sup>rd</sup> round analysis of wholesale and retail Leased Lines markets, concluding initially that there are 2 separate markets at retail level ( $\leq 2$ Mbps and  $>2$ Mbps) and 4 markets at wholesale level, with OTE maintaining Significant Market Power (SMP) in all of them, except of the market of high capacity Leased Lines terminal segments within Attica. In this context, EETT further defined in detail the types of circuits that OTE must provide at wholesale level, as well as the content of its reference offer for Leased Lines services.

*Deployment of new generation networks by implementing VDSL Vectoring technology at the access network:* EETT, in order to monitor project progress, issued a Regulation for the submission of periodic reports by providers. The regulation includes information regarding key points of the procedure, such as grant of rights of way, implementation of remote collocation on the Local Loop

and provision of power to the cabins whose installation has delayed or is expected to be delayed. Periodic reports are submitted on a semi-annual basis in January and July of each year.

*Audit of OTE bundled services/plans:* EETT examined more than 300 retail offers of OTE, issuing a total of 47 relevant approval decisions. Also, EETT concluded the tender procedure for the selection of a consultant, to assist in the development of a new methodology and the creation of a new model for ex-ante profit margin squeeze control.

*Cost-accounting audit - Accounting separation:* The cost-accounting audit of OTE for the year 2018 was completed, based on 2016 actual data and also on 2017 and 2018 planned data, regarding regulated wholesale and retail markets, which are subject to price control, cost-accounting and accounting separation obligations. Furthermore, EETT based on the cost sharing methodology, continued and completed the audit of the accounting separation reporting models for the year 2015 submitted by the 3 mobile networks providers and also, issued relevant decisions for each provider.

*Number portability:* In June 2018, a new procedure for cancelling number portability requests was initiated. According to the procedure, the subscriber reserves the right to request the cancellation of the portability order within 14 calendar days after signing the contract. The above rights apply as long as the contract is concluded either remotely or at a place other than the provider's store (e.g. by phone).

*Rights of way:* In December 2018, the new Regulation regarding charges and use of rights of way was brought into force, aiming at the further protection of consumer rights and the provision of additional conveniences for the effective monitoring of telephone and Internet services costs.

*Open Internet regulatory framework:* EETT issued the Open Internet National Regulation, which introduces new measures for the provision of Internet access services. The Regulation imposes further transparency obligations on ISPs, includes more detailed provisions on the implementation of commercial and traffic management practices, and sets a common methodological framework under which ISPs will evaluate and publish the actual speed ratings.

*Collocation Regulation:* By decision of EETT, a new Regulation came into force, which sets the

terms, conditions and procedure for the collocation of electronic communications equipment and the sharing of public communications networks by providers. Collocation and facility sharing agreements are subject to EETT's control, regarding compliance with the provisions of free competition and electronic communications legislation.

*Assignment of domain names:* The new Regulation on domain names came into force, setting the rules for the assignment and management of the new [.ελ] domain names registry. The registry started operating on July 10, 2018 and sets out the pricing policy for charges regarding the above names.

*CYTA-VODAFONE merger:* EETT approved the concentration resulting from the acquisition of the exclusive control of CYTA by VODAFONE. Specifically, EETT identified the horizontally and vertically affected by the merger markets, at both retail and wholesale level, and evaluated the competitive effects of the concentration on them. In conclusion, EETT considered that the merger, although falling under the obligations set regarding the turnover of the merging companies, does not significantly restrict competition in the individual relevant markets falling into its competences and therefore, there is no reason for its prohibition, according to the national law.

*Audits and hearings:* EETT carried out more than 50 audits and autopsies on providers' infrastructures, in order to ensure the smooth and effective provision of NGA services, as well as of existing Local Loop services. At the same time, EETT visited the stores of all providers, nationwide, and conducted more than 200 on-the-spot inspections to verify compliance with the regulatory framework, as long as providers' obligations regarding electronic communications networks and/or services towards consumers are concerned. Also, EETT held 40 hearings regarding inter alia domain names, competition and dispute resolution issues.

## Radiofrequency spectrum sector

*Actions regarding timely preparation of spectrum allocation for the deployment of 5th generation (5G) networks:*

- Composition and publication of a technical report on the frequency bands expected to be allocated for the deployment of 5G networks in Greece.
- Publication of the public consultation results regarding the grant of radio frequencies rights of

use in the 3400-3800MHz band and meetings with stakeholders, aiming to optimally design the allocation of new rights of use for radio frequencies.

- Setting the appropriate regulatory framework and granting radio frequency rights of use for the 5G trials, valid throughout 2019.
- Regulatory actions regarding the use of the radio frequency spectrum for Internet of Things (IoT) applications.

*Amendment of the Regulation regarding the use and granting of radio frequency rights under General Licence:* Following a relevant public consultation, the amendment aimed to optimize procedures, reduce bureaucracy, specify the framework for granting radio frequency rights of use for trial purposes and update the terms regarding the provision of radio equipment in the market.

*Granting radio frequency rights of use:* EETT granted radio frequencies rights of use for fixed services, Private Mobile Radio (PMR) networks, terrestrial satellite station services, as well as satellite stations for news gathering.

*Regulatory arrangements for Intelligent Transport Systems:* A public consultation was conducted on proposed modifications to the regulatory framework for radio applications, in order to foresee the use of the 5855-5925MHz band for Intelligent Transport Systems (ITS).

*Actions regarding LTE technology mobile networks:* EETT completed the project regarding the investigation and determination of the impact that mobile networks of Long Term Evolution (LTE) technology, operating on the 2600MHz band, have on the air traffic management radars operating on the adjacent band of 2700-2900MHz.

*Electronic System of Antenna Construction Application Submission:* Intensification of the procedure regarding the grant and modification of antenna construction licences.

*Radio equipment audits:* EETT conducted audits on radio equipment devices in order to verify their compliance with the new regulatory framework introduced by the Presidential Decree 98/2017. In addition, for the effective control of radio equipment devices imported into Greece, EETT informed customs on the requirements set out in the Presidential Decree.

*Audits and hearings:* EETT carried out ex-officio inspections regarding the proper use of the radio-

frequency spectrum and investigated requests/complaints on issues inter alia concerning fixed wireless access services, interference in the frequencies of mobile base stations, the operation of private mobile networks and amateur radio stations, interference in radio/television stations, information requests, legality testing, compliance with broadcasting technical standards, illegal broadcasting and illegal installations/facilities of radio/television stations and antennas, as well as operations of shutting down illegal emissions. Particular emphasis was given on wireless networks related to the protection of human life, as well as the public and national security. EETT also held 222 hearings and imposed 186 fines for fixed and mobile antenna constructions, as well as broadcasting and radio equipment issues.

### Postal services sector

*Approval of ELTA cost accounting system:* EETT completed the evaluation of the new modifications and functionalities, and approved the cost accounting system for the years 2017-2019.

*Universal Service Quality Measurement:* Speed index for 2018 was estimated at 74,7%, showing improvement compared to 2017, while reliability speed index was estimated at 95%, remaining at the same level as the previous year. According to the relevant Ministerial Decision, the Universal Service Provider failed to achieve the annual performance speed of 87% and reliability rate of 98%, for the years 2017 and 2018.

*Verification of the Universal Service Net Cost:* EETT submitted to the Minister of Digital Policy, Telecommunications and Media reports for the years 2013-2016 regarding the verification of Universal Service Provider's Net Cost.

*Approval of cluster mailboxes installation:* EETT approved the installation of 1,246 cluster mailboxes in order to serve 1,220 households in areas with incomplete numbering or without unique street names.

*Reforming of the Universal Service content:* EETT initiated a study in order to identify the need for the reform of the Universal Service content and/or its terms of service, according to users' needs, technological developments and market growth.

*Price Observatory "Pricoscope":* EETT described the operational procedures for postal services as far as the Price Observatory of telecommunications and postal services, "Pricoscope", is concerned.

*Data collection regarding postal services providers:* EETT continued the collection of quantitative and qualitative data regarding the activity of postal services providers registered in its registry.

*Cross-border parcel delivery:* EETT completed the first phase of the implementation of the new European Parliament and Council 2018/644 Regulation on cross-border parcel delivery services for the year 2018.

*Audits and hearings:* EETT conducted 136 audits at postal services providers in order to detect breaches of law, protect users and improve the services provided. Also, EETT issued 99 hearing decisions, imposing 40 fines.

### International cooperations

In 2018, EETT assumed the European Regulators Group for Postal Services (ERGP) Presidency for 2020 and the Body of European Regulators for Electronic Communications (BEREC) Vice Presidency for 2019. At the same time, EETT, through its participation in European and international working groups, contributed to their work, coordinating developments on important regulatory and technological issues.



HELLENIC TELECOMMUNICATIONS & POST COMMISSION

**Hellenic Republic**  
**Hellenic Telecommunications & Post Commission**

60, Kifissias Ave., 151 25 Maroussi, Greece  
**T** 210 615 1000 | **F** 210 610 5049 | **E** info@eett.gr  
[www.eett.gr](http://www.eett.gr)