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ORGANISATION DE COOPÉRATION ET  
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# OECD

ORGANISATION FOR ECONOMIC  
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## COMMUNICATIONS OUTLOOK 1999

### TELECOMMUNICATIONS: Regulatory Issues

**Country:** Greece

**Date completed:** 5 July 1998

The attached questionnaire was undertaken in preparation for the biennial OECD *Communications Outlook*. The responses provided by countries on telecommunication regulation were used to provide information supporting the analytical sections published in association with data. A similar questionnaire with responses on broadcasting regulation is also available. In some cases, data for individual firms, used to compile OECD totals, have not been published at the request of the respondent. For further information, including data, see **OECD Communications Outlook 1999** and <http://www.oecd.org/dsti/sti/it/index.htm>

## TELECOMMUNICATIONS

### Market Structure and Regulatory Status (Questions 1 -13)

- 1. Please provide details of the regulation of communication infrastructure, including the public switched telecommunication network (PSTN), provision in your country.**

Infrastructure provision for following service	Regulatory Status (e.g. monopoly, duopoly, limited number, fully open to any applicant)	Number of licensed operators (1998)
Local PSTN	Monopoly	1
National PSTN	Monopoly	1
International PSTN	Monopoly	1
Analogue Cellular Mobile (e.g. NMT etc.)	--	--
Digital Cellular Mobile (e.g. GSM etc.)	Limited number.	3
Other Mobile Communication (e.g. PCS, PCN, CT-2 etc.)		
Payphones	open	2

- 2. Please provide details for the major public telecommunication operator (PTO) of public switched telecommunication services in your country. (PTOs are state and privately owned entities providing public switched telecommunication services over their own infrastructure)**

Name of PTO	PTO Ownership Status (1998) (e.g. state owned/privately owned) If a balance of ownership exists please indicate the share (%) held by the government
OTE	81.7% state owned

- 3. Please provide details of market share for the largest PTO in the following categories.**

	The largest PTO's share (End 1997)
Local Access (% of access lines)	100%
National Long Distance (% of total minutes)	100%
International (% of total outgoing MiTT)	100%

**4. Please provide details of the number of subscribers by cellular and PCN mobile communication operators.**

Name of Operator	Number of Subscribers (End 1997)
1. Panafon (GSM)	300,000
2. Telestet (GSM)	400,000
3. Cosmote (DCS)=	0

**5. Please provide a description of the most significant recent policy changes affecting the provision of telecommunications services, as well as any draft laws, or regulatory proposals to be implemented in 1998.**

The elaboration of a new telecommunications act is well under way. The Draft Bill, transposing all EU Directives issued until 31/12/97 is expected to be adopted in 1998.

**6. Please provide a brief description of the responsibilities of the national regulatory authorities for public telecommunication services.**

The General Secretariat of the Ministry of Transport and Communications is responsible for the telecommunications policy and the establishment of the legal framework of the sector.

The National Telecommunications Commission is entrusted with the implementation of telecommunications policy and the supervision of the relevant market with particular regard to the competition and user issues.

**7. Are there any foreign ownership, size of shareholding or other ownership restrictions on individuals and corporations investing in the incumbent PTO(s) in your country?**

No

**8. Are there any communication infrastructures or services (e.g. cable television, terrestrial broadcasting, satellite broadcasting) PTOs in your country are not permitted to directly provide? In addition, please specify any restrictions on PTOs investing in companies that such infrastructure or services.**

No.

**9. Is the incumbent PTO(s) in your country allowed to provide mobile communication services? Yes/No**

**If 'yes', is there a requirement for accounting separation between the PTO's mobile and fixed operations?**

Yes, OTE can via a subsidiary enterprise (Cosmote) with accounting separation.

**10. What selection procedures are used to determine licenses for new PTOs (e.g. calls for tenders, government appointments, license on request)?**

The relevant procedures are under elaboration, given that OTE maintains exclusive rights as to the provision of voice telephony until 31/12/2000.

**11. Please specify any restrictions or obligations imposed on new competitive network suppliers?**

None to date, notwithstanding OTE's exclusive rights to provide voice telephony.

**12. Are there any restrictions on the use of leased lines nationally or internationally (including resale)?**

The sole restriction is due to OTE's exclusive rights as regards voice telephony.

**13. Under the communication regulation existing in your country how would national and international voice telephony services provided over the Internet, by entities other than a PTO, be defined and treated? Please mention any restrictions or obligations that may apply.**

Transmission of voice through the Internet is considered liberalised, to the extent that it does not constitute voice telephony, as defined in the existing legislation.

**Pricing (Questions 14 -15)**

**14. What, if any, conditions are applied to the tariffs set by PTOs?** (Please include any price control information such as price caps and specify for which service they apply).

For 1997, the tariff increase could not exceed the inflation rate by more than 3 percentage points (OTE). There is no condition for 1998 and onward.

**15. If communication discount schemes are available in your country please provide information on one or more popular schemes applicable to residential users, dial-up Internet access users and a low user scheme from the incumbent PTO.** In the space below please indicate the main features:

*Residential User Discount Scheme:*

*Internet Access Discount Scheme:*

*Low User Scheme:*

There is a special scheme for the blind: the first 800 units every 2 months are free of charge.

Note: Residential user refers to an average consumer's home telephone service. A dial-up Internet user refers to a consumer accessing the Internet via a PC with a modem over the local public switched telecommunication network. Low user schemes is a term sometimes applied by PTOs to schemes designed for segments of the community that are financially disadvantaged.

**Numbering/Domain Names (Questions 16 - 17)**

**16. Please describe the numbering policy in your country. Please mention the responsible authority and whether portability has been introduced and for which services (e.g. 800 numbers, cellular numbers, local PSTN numbers).**

The responsible authority for number allocation is EET (The numbering plan is established by the Ministry of Transport and Communications). Number portability has not as yet been introduced, given also the derogation period granted to Greece until 31.12.2000 as to the liberalisation of the provision of voice telephony.

**17. Have there been any recent government policy initiatives in your country in respect to the administration of Internet top level domain names.** (An example of a top level domain name is .be for Belgium).

EET has recently issued a Decision on the administration of the .gr domain.

**Interconnection (Questions 18 - 21)**

**18. Are PSTN interconnect or access charges a matter for commercial agreement between operators and if so is there provision for arbitration and by whom? Is there a requirement to publish the rate for PSTN interconnect or access charges? Yes/No  
If 'yes' please provide a schedule of interconnection charges for the PSTN.**

To date, interconnect charges between fixed and mobile networks are determined on the basis of an initial agreement between OTE and Panafon and Telestet, following also EET's interventions. There is no official obligation as yet for the publication of a Reference Interconnection Offer, as transposition of Directive 97/33 to Greek Legislation is in its final stages. However, OTE has submitted to EET a RIO for comments.

It should be noted that completion of the implementation of Dir. 97/33 will fully harmonise the interconnection regime in Greece to the ones in force throughout Europe.

**19. For the purpose of establishing interconnect or access charges is accounting separation used?**

See point 18 above.

**20. Once the interconnection or access charge has been established is it available as a standard rate for other service providers (including other PTOs and resellers)?**

See point 18 above.

**21. Does regulation specify that competitive service providers can co-locate facilities on the same site as incumbent PTOs? Please indicate whether resellers and Internet Service Providers can co-locate equipment under the same terms and conditions as PTOs without being designated as a PTO?**

The relevant legislative framework is in the process of being established.

**Information for Updating OECD Tariff Comparison Baskets (Question 22)**

**22. Please provide the following information for your largest PTO.**

What is the average duration of a local call (i.e. average time of a call in the lowest tariff band for PSTN)?		
What is the proportion of calls that fall within your lowest tariff band (i.e. local calls) as a percentage of total national calls?	Business (%)	Residential (%)
What percentage of calls from the fixed network (PSTN) terminate in mobile networks (e.g. analogue and digital cellular networks)?	Business (%)	Residential (%)
What percentage of total leased lines (i.e. leased circuits) are local (i.e. 2 km or less)?		

**Universal Service/Consumer Issues (Questions 23 -25)**

**23. In the context of universal service policies which elements of telecommunication service are considered as part of universal service in your country?**

Access to the PSTN and basic voice telephony.

**24. Please provide details of any explicit funding mechanism for universal service and its coverage.**

No such mechanism exists.

**25. With what institutions other than telecommunication service providers can customers lodge complaints regarding these operators? (e.g. regulators, ombudsman, Ministry, etc.) Is there a requirement for annual reporting of the number of consumer complaints? If so how are complaints measured and reported.**

NTC provides its services for the resolution of disputes between users and service providers. Telecommunications enterprises must report on their activities annually (every six months as regards mobile services).