World Summit on the Information Society (WSIS)

Policy statement of Greece

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Theme: A Digital Society for All: Putting the people at the epicenter

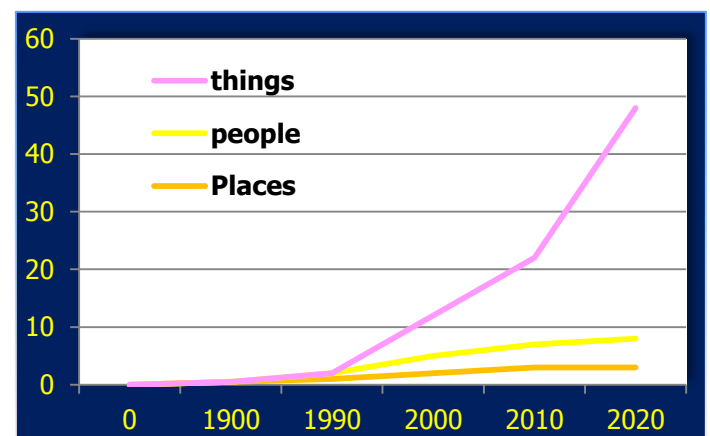### By Costas Louropoulos – President, EETT, Greece

1. Intro

Greece, supports the role and efforts of ITU for its **commitment to connecting all the world's people** – wherever they live and whatever their means. Through participative and collaborative work, we are all embarked in a quest to protect and support everyone's fundamental right to communicate.

EETT participates in the WSIS+10, the 10th World Summit on the Information Society, with its own independent views.   Independent from the Greek Government, this is the ultimate entity responsible for the creation of national long term strategies. Nevertheless, in issues discussed in this presentation the Greek Government and EETT are working together to define a better future for our Country's digital future.

2. The connected world

Today, more than any other time in human history, we are invited to live in a connected world. Governments, organisations, communities and enterprises are struggling to implement massive programmes of change by:

- Connecting Places, people & things.
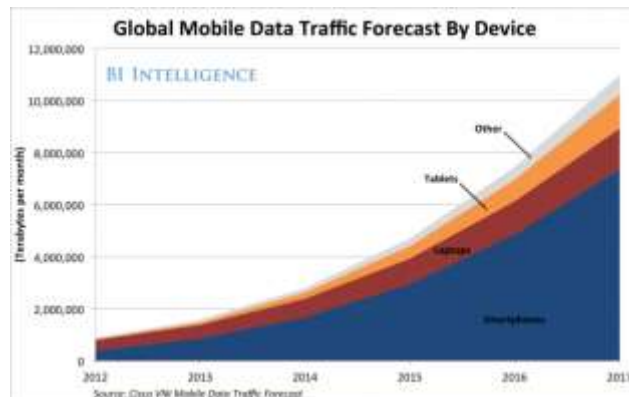- Serving Exponentially increasing traffic,

from 2 to 20 Exabytes by 2019.

- Implementing Cloud computing and big data applications.
- Assisting Sectoral developments in all industries, government services and R&D initiatives.
- Achieving New levels of respect for the environment.
- Creating new forms of Smart Buildings, towns, cars, travelling, agriculture, water and sewage management, electricity saving, surveillance and security, hospitals and patients records, e-health, bio sciences and nanotechnology, entertainment and leisure, e-wallet, that are just a few areas which eagerly absorb the evolutionary "intrusion" of new telecom products and services.

3. But not all will benefit from it, digital divide is always a threat

Increasing Digital Divide, is a conditional gap between those who benefit from the new technologies and those who do not, due to several socio-economic factors, like:

- access to infrastructure
- geographic location, urban-rural,
- ability of user (digital literacy),
- Income and age,
- education,
- race and gender,
- awareness,
- political, cultural and
- Psychological attitudes.

4. The Digital Divide in practical terms: a Definition

- **Digital divide is the discrepancy between:**
    - **those who have access to and the resources to use new information and communication tools, incl. Internet,**
    - **and those who do not.**
- **Also discrepancy between**
    - **those who have the skills, ability & awareness to use the technologies**
    - **and those who do not.**
- **Technology gap between**
    - **those living in rural areas and those living in urban areas,**
    - **the educated and uneducated,**

> ➢ economic classes.
- On a global scale, divide between more and less developed communities.

5. But Why is it important to eliminate digital divide?

Because those **most likely not to benefit** from the new technologies, are those that **need those technologies the** most!

Groups of affected people	We need sustained action Examples on how we are going to ensure that we close the gap of the divide?
• Those living in remote areas • The Elderly • The Disabled • The Socially and or financially excluded • The Undereducated • The Women	• By Participation and collaboration, • Through e-government applications • Offering E-health to those in need. • Enabling Entrepreneurship / e-business • Ensuring financial inclusion, offering e-banking, m-banking • Offering Distant learning opportunities • Allowing Working from home

But it is encouraging to observe that the growth in the less "privileged" (in the conventional term of the word) parts of the world is remarkable. This proves the power of the new tools available to our global society.

World Regions	Population (2012 Est.)	Internet Users Latest Data	Penetration (% Population)	Growth 2000-2012	Users % of Table
WORLD INTERNET USAGE AND POPULATION STATISTICS					
June 30, 2012					
Africa	1,073,380,925	167,335,676	15.6 %	3,606.7 %	7.0 %
Asia	3,922,066,987	1,076,681,059	27.5 %	841.9 %	44.8 %
Europe	820,918,446	518,512,109	63.2 %	393.4 %	21.5 %
Middle East	223,608,203	90,000,455	40.2 %	2,639.9 %	3.7 %
North America	348,280,154	273,785,413	78.6 %	153.3 %	11.4 %
Latin America	593,688,638	254,915,745	42.9 %	1,310.8 %	10.6 %
Oceania	35,903,569	24,287,919	67.6 %	218.7 %	1.0 %
WORLD TOTAL	**7,017,846,922**	**2,405,518,376**	**34.3 %**	**566.4 %**	**100.0 %**

6. Broadband is an essential enabler to participate in today's global society / economy.

The European Commission and all the 28 member states of EU, are committed to create a single telecom market where 100 Mbps is a minimum guaranteed speed by the year 2020, both in wireline and wireless internet connections. Greece is no exception to this effort.

Spectrum management is a pivotal issue in Mobile broadband. Spectrum is a precious scarce resource for all countries. Greece is keeping pace with strict plans to improve spectrum utilization and allow operators to fulfill their advanced business plans for new products and services.

7. We envisage Complementary driving roles, of three key entities:

The Policy Maker, i.e. the Government	The Regulator, i.e. EETT	Market forces: i.e. telecom, post and TV infrastructure companies and operators
Its role is to establish strategy, define the framework & policies for an investment friendly environment and an all-inclusive digital society	It's role is to monitor the functioning of the markets and ensure healthy competition. In addition, to provide help line for support of the consumer rights. Because Spectrum is a scarce national resource, EETT manages the Concessions (Licenses) to Mobile operators and TV infrastructure operators.	They invest in new technologies, infrastructures and innovation. They deliver new services that enrich consumer experience. Through their products and services, the Country is able to promote the Information Society.

The main theme of Greece's agenda is to eliminate the Digital Divide. Here is the EETT's Regulator's perspective:

- We participate in all initiatives aiming at achieving Broadband everywhere:

  - Fully supporting the important role of wireless broadband / effective utilisation of the radio spectrum.

- We create and implement plans to ensure Inclusion and affordability:

  - Competition vs. Universal Service.

- We plan and execute measures for the disadvantaged (elderly, disabled, poor):

  - Accessibility / affordability / facilitations.

- We define Broadband as a means to obtain services:

  - Enable access to applications & services / Net Neutrality.

- We empower the Consumer:

  - Build awareness & trust / The informed citizen.

8. Examples of measures by EETT to place The Citizen on the driving seat

EETT pioneers in a series of activities, beyond its strict regulatory role. It has developed and operates specific information systems, all web enabled, to help the Citizen navigate in the fast moving technology world. Here is a set of examples.

Price Observatory: A system that offers to the public, the opportunity to review telephony or broadband product offerings available in the market, in a uniform, integrated and comparative way,.
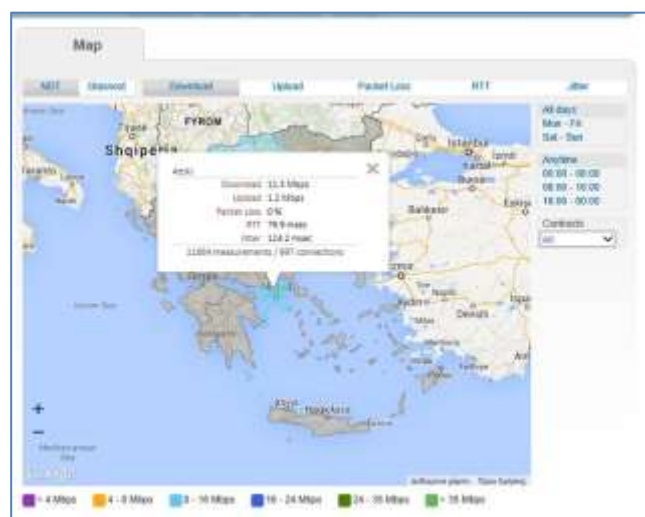
http://www.eett.gr/opencms/opencms/EETT/Electronic_Communications/Observatory/index.html

Hyperion: A system that allows Performance Evaluation of Broadband Connection Services **http://hyperiontest.gr** . Users contribute to the creation of the first digital map of broadband connections quality in Greece.
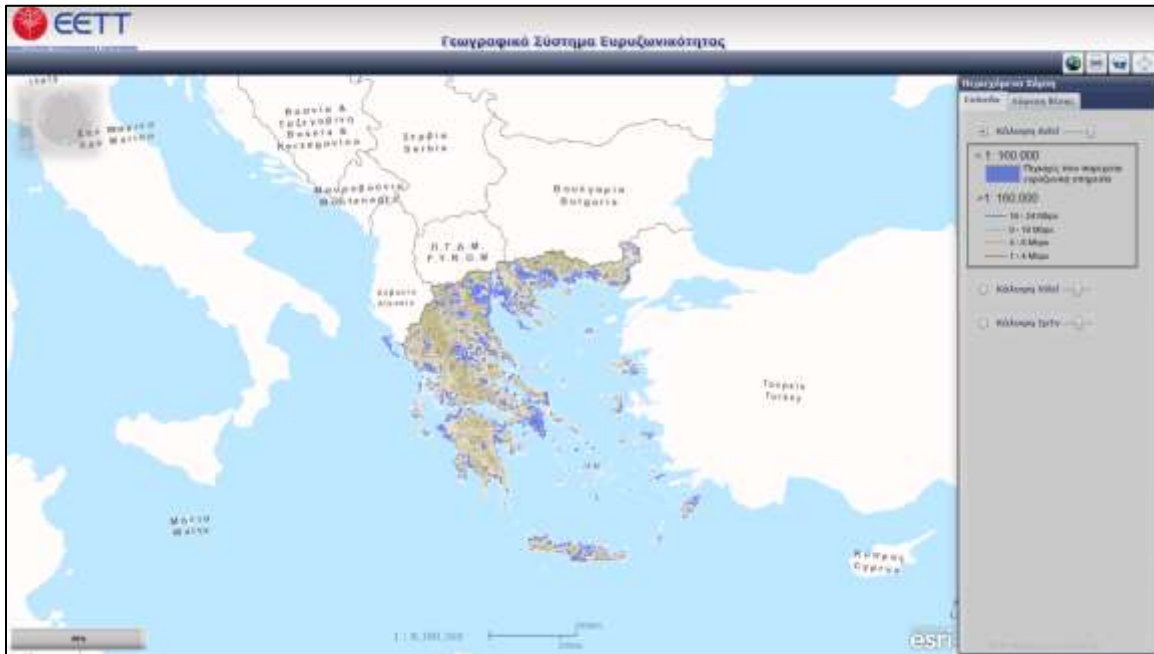
HYPERION allows a customer to measure the speed and evaluate the qualitative features of his/her internet connections.

Register with HYPERION, conduct at least 3 measurements and be fully in-the-know about

a customer's connection. In this manner, the customer can contribute to the creation of the first digital map of broadband connections quality in Greece and perhaps throughout Europe!

GIS – Availability of Broadband Services: A system that maps the country according to speeds of Broadband connections, by category.

Online Consumer Support / Complaints: Ability of every customer / citizen to submit comments and complaints, at any time.

We have an excellent customer response rate:

- 99.95% consumer satisfaction by telephone support (98.75% in 2012)

- 8,39 days average time to reply to consumers

  ➢ 12,015 written complaints received (9,947 in 2012). An 84.6% of them are related to Internet, mobile and fixed telephony.

These and other examples of long term thinking and acting, set the stage for Greece to eliminate its digital divide obstacles and become an integral part of the connected world

Thank you for your attention

EETT's identity : Founded in 1992, EETT – Hellenic Telecoms and Post Commission, is Greece's Regulatory Authority, responsible for monitoring, regulating, supervising and enforcing Competition Law in the **Electronic communications market (**fixed and mobile telephony, wireless communications, Internet access and Spectrum management), and the **Postal market (**postal & courier services). EETT, in its regulatory decisions, acts independently from the Government. For this purpose, EETT is managing its own financial affairs.

END OF REPORT ON GREECE'S POLICY STATEMENT