## Financial Highlights

Total Operating Revenues
(in thousands Euro)


$\square$ 523.757

Earnings before Interests, Taxes, Depreciation and Amortization (EBITDA) (in thousands Euro)

$\square$ 230.787
$\square$ 176.024




| 2003 |
| :---: |
| Euro |




## Share Price Performance

STET Hellas shares are listed and traded on the NASDAQ National Market (ADRs) and on the Euronext Amsterdam Exchange (DDRs).


[^0]
## Letter from the Chief Executive Officer

Dear Shareholders, $\ln$ 2003, STET Hellas' dedicated and disciplined efforts to improve earnings and cash flows produced another year of
 healthy results. Within a market context that is mostly characterized by parallel preparations for 36 mobile telephony and the upcoming Olympic Games, we set new growth and cash flow generation milestones. confirming the successful com
the pletion of the company's turnaround and underscoring the period of new growth opportunities, now on the horizon.
Over the past year. STET Hellas' management team delivered strong top-line growth. up $17.1 \%$ year-on-year, solid profitability improvement with EBITDA rising to 275.7 million Euro. up $19.4 \%$ year-on-year. and increased free cash flow generation of 92.3 million Euro. We used our financial strength not only to improve our balance sheet and provide a tangform ourselves for the future: In a rapidly changing telecommunications environment, and as both competition and technological development will continue, our organization must be poised for success.
To this end we continued to successfully execute our tri-fold strategy of improving synergies with the Telecom Italia Mobile group and maintaining our leadership in innovation, consolidating our distribution paradigm, and consistently focusing on free cash flow generation.

Even as I write this letter. we at STET Hellas have taken many significant steps to equip ourselves for the future. One such action was our recent re-branding from EELESTET to TIM, a strategic joint-initiative between STET Hellas' and Telecom Italia Mobile's managements, aimed at strengthening the company's image by leverging on TIM's brand awareness as well as on the advanced technical know-how and innovation associated with the TIM group. The company's re-branding intro mobile landscape, thus securing the company's continuous prosperity in an interdependent global community.

Furthermore, we have taken the lead in the new era of UMTS mobile telephony. ushering in 36 services to the Greek market, in-line with our strategy of grasping ew opportunities for continuous profitable growth. STET Hellas' 36 subscribers will be able to conduct video calls, experience a wide range of innovative value added services, surf the Web and browse WAP with connection speeds up to 384 kbps . The future of mobile telecommunications is demanding, and we at STET Hellas remain committed to expanding each customers' mobile experience.

The company placed significant attention on the successful transition to 2.56 and 36 services over the past year, and for this reason we continued to roll out several high-tech and in-demand services over the course of last year, such as TIM Dating. TIM MMS Weather, TIM Movies, and TIM Video News. Furthermore, in he beginning of 2004 , we united the entire spectrum of these advanced value-added services under a user-friendly graphical user interface called TIM Imagine hus simplifying access to our customers' everyday communication, entertainment and information needs. Once again, our customer-centric approach in combiation with our commitment to innovation was verified for the second year in a row, through the "Best Value Added Services" award during the Fourth InfoCom onterence on Telecemmunications and IS technology in Greece.

However, offering innovative services is only part of the task at hand, and thus we focused on extending our distribution reach during the past year, by further strengthening our direct distribution channel of TELESTET Centers, now re-branded to "TM" stores, that grew to 160 outlets at the end of 2003 , while widening our distribution reach in non-traditional points-of-sales by enriching our commercial agreement with the Hellenic Postal Service, expanding on-board sales of the ompany's producls and serves redit card holders, making our products widely available in approximately 2.100 points-of-sale by the end of 2003

On the network front, the preparations for the Athens 2004 Olympic Games were of strategic importance for us in 2003 as was the deployment of an end-to end UMTS network, while our Information Technology's focus was on providing rich functionality and full support for our own distribution channel. working to enable our billing infrastructure
the provision of improved services.
On a final note, I am pleased to mention that our shareowners have benefited significantly from our share price performance over the past year. Boosted by the stock market re-bound of 2003 , we witnessed significant capital appreciation of our stock, closing the year with a share price of $\$ 13.00$-up $78.6 \%$ year-on-year an position of the world's 2002 best performing technology companies on Business Week's Info Tech 100 list, as a result of the significant improvement in the company's financial and share price performance.
Looking ahead, the Greek regulatory environment will continue to challenge in 2004. The Greek NRA will place additional pressure on us to further reduce interconnection rates- in line with the NRA's goal of converging fixed-to-mobile and mobile-to-mobile interconnection rates. Addditionally the onset of the new regulory framework which is expected to be passed at some point in 2004 and the subsequent introduction of a new Electronic Communi con the company. Furthermore, the launch of Number Portability is a significant turning point for the Greek telecommunications industry.
ored
Nonetheless, our strong financial and operating performance of the past three years have enabled us to look towards the future with confidence in the fundamenta strength of our company. We will continue our determined efforts towards long-term profitability improvement as well as a re-enforced position in the Greek and we remain committed to breaking through the outstanding barriers to growth in mobile communications to deliver the full value of our assets to our customers and our shareholders.

## The Company and its Shareholders

The Company
STET Hellas Telecommunications S.A., was founded in 1992 and has been providing mobile telecommunications services in the Greek market since June 1993 Following its re-branding in early 2004 , the company operates under the "TIM" brand name and offers network access and related value-added services in the GSM
900 MHz and DCS 1800 MHz bands. One of four operators licensed to provide mobile telephony in Greece. STET Hellas focuses on innovation and quality service,叐 MHz bands. One of four operators licensed to provide mobile telephony in Greece. STET Hellas focuses on innovation and quality service, nd offers various prepaid and contract services, covering the needs of all the different market segments. The company introduced prepaid telephony to Greece in 1997, and was the first to offer WAP services in May 2000. STET Hellas has been offering full commercial GPRS services since June 2001. and obtained a UMTS cense in July 2001. In August of 2002. the company launched Multimedia Messaging Services (MMS), first in Greece with automatic terminal settings activation Loop license that will enable the bundling of mobile and Fixed Wireless Access service elements, creating a one-stop-shop solution for the business marke egment. Finally, the company "soff-launched" UMTS services near the tail end of 2003. while a full commercial UMTS launch took place in the beginning of $2004-$ introducing the new era of mobile telephony to the Greek market.

## Sharehoiders

Following the acquisition of Verizon Europe Holdings II B.V.:'s 17.45\% stake in STET Hellas in August of 2002. TIM International N.V. (a fully owned subsidiary of Telecom Italia Mobile S.p.A.) holds $80.257 \%$ of the company", while the remaining $19.743 \%$ of the company's shares are floated on the NASDAQ National Market and the Euronext Amsterdam Exchange.

Following a share capital increase in October 2001, the total number of STET Hellas registered shares authorized. issued and outstanding is 83.193 .220

STET Hellas Shareholder Structure
80.257\%
19.743\%

TIM International $N . \mathbf{V}^{*}$
Free Float"

## Board of Directors

STET Hellas is administered by the Board of Directors, which is responsible for the management and administration of the company. The members of the Board of Directors are elected for a three-year term by the General Assembly of the Shareholders. The current members of the Board of Directors are:
 of PREVEZA MILLS S.A and Vice-President of ASPIS BANK. Member of the Board at ELAN VENTURES S.A.. S\&B MINERALS S.A.. DELTA HOLDING S.A. and P.G NIKAS S.A. Member of the Executive Committee of the TRILATERAL COMMISSION. Former Member of the European Parliament (M.E.P.). Mr. Argyros has serve as President and Chairman of the Board of the Federation of Greek Industries. Vice President of UNICE. World President of the Textile Institute (U.K.) and Member

Nikolaos Varsakis. Managing Director and Chief Executive Officer. Mr. Varsakis joined STET Hellas with a vast experience in the telecommunications market. He began his career at the Philips Group. where he held a series of managerial positions internationally. In 1993, he co-founded Radio Korassidis Telecom and becam he Managing Director. Prior to joining STET Hellas, he held the position of general manager at Radio Korassidis Mirrocenter. Mr. Varsakis holds a B.A. from University of La Verne and an MBA from The University of South California

Attrilio Achler. Member of the Board of Directors. Mr. Achler joined SIP (Societa 'Italiana per l' Esercizioio delle Telecomunicazioni p.a.) in 1971 where he assume various positions in the areas of Transmission. Network, National Public Network/Radio Systems. In 1992 following a company reorganization he became responsible for the GSM Radio Network of the Mobile Telecommunication Services division. and in 1994. Mr. Achler assumed the responsibility of the Mobile sion. He is currently responsible for the Network department. Mr. Achler is a holder of a Bachelor Degree in Engineering.
Giuseppe Roberto Opilio. Member of the Board of Directors. Mr. Opilio joined Telecom Italia Mobile in 1999, with 16 years of working experience with companies such as Parfina Group. Gepi Group S.p.A.. American Society for Quality Control and Galgano Group Consulting and Management Training Company. Upon joining
TIM. he assumed the position of Vice President in Human Resources and Organizational Development. In 2001, he assumed the position of HR Executive Vice President for the TIM Group, and in February 2004 he became the Executive Vice President for the Customer Operations.
Roberto Pellegrini. Member of the Board of Directors. Mr. Pellegrini joined Telecom Italia Mobile in 1998 as Marketing and Sales Director. He began his caree with IBM and Amdahl in marketing and sales. In 1991 he was appointed General Director of GOAL SYSTEMS and in 1992 he was appointed Managing Director for haly of the Legent Software Company and subsequently became Vice President for Southern Europe. In 1995, he joined Telecom Italia as a commercial director the division of Mobile Services. and in July of 1995. Mr. Pellegrini ioined Telecom Italia Mobile with responsibility for the division of Commercialization and Operating
Marketing. In 1998, he became commercial director adding to his area of responsibility the Marketing. Advertising and Product Promotion divisions. Since 1999 he has been the director of the Business department. Mr. Pellegrini holds a B.S. in Electrical Engineering

Elisabetta Ripa. Member of the Board of Directors. Ms. Ripa joined Telecom Italia Mobile in 1995 in the department of Planning. Strategic Marketing and International Affairs, with eight years of industry experience in companies such as L.D.M. S.r.L.. Promomedia Italia S.a.s. SIP and Telesoft America. A year after joining TIM S.p.A..s she became a member of the staff of the General Director with the responsibility for the Action Planning and Control division. Managemen in the role of Head of Staff, and in August 2002 she also assumed the responsibility of the Mobile Business Development division. Mrs. Ripa holds a B.S. in Finance and Commerce
Stefano Rossi. Member of the Board of Directors. Mr. Rossi joined SIP's legal department with many years of experience as an internal corporate attorney. In 1995 he moved to the International Legal Affairs department of STET International S.p.A.. the former holding Company of Telecom Italia, where he partricipated in close interaction with the International Department to develop major cross border ventures with the Group. From 1997 to 2000 he served as Legal Project Manager in STET International assisting and cooperating with TIM S.p.P. and Telecom Italia S.p.A. in several international pro
America. In 2000. Mr. Rossi was appointed Vice President of Subsidiaries' Corporate Affairs of Telecom Italia Mobile.


## Key Milestones in the Company's Evolution

| 04 |  | January 2004 February 2004 <br> STET Hellas is first in Greece to commercially launch UMTS Company re-brands from TELESTET" to - TIM" | 04 |
| :---: | :---: | :---: | :---: |
| 03 |  | January 2003  <br> Bundledminutes based packages introduced May 2003 <br> For All - new pre-paid product launched  | 03 |
| 02 | August 2002 <br> STET Hellas launches MMS- first in Greece with automatic terminal settings activation "over the air" | September 2002 <br> First 36 video call in Greece via STET Hellas' UMTS infrastructure | 02 |
| 01 | June 2001 <br> STET Hellas launches full GPRS services | July 2001 December 2001 <br> UMTS license acquired Total customers reach 2.000.000 | 01 |
| 00 | May 2000 <br> WAP services introduced | June 2000 <br> Greece's first m-commerce application launched | 00 |
| 99 | July 1999 October 1999 <br> On Line Stock Services available Tota customers reach 1.000.000 | December 1999 International roaming for prepaid customers launched | 99 |
| 98 | June 1998 <br> Initial public offer of STET Hellas on the NASDAQ National Market and the Euronext Amsterdam stock exchanges |  | 98 |
| 97 | May 1997 <br> Launch of prepaid telephony first in Greece |  | 97 |
| 96 |  |  | 96 |
| 95 | June 1995 <br> Total customers reach 100,000 |  | 95 |
| 94 |  |  | 94 |
| 93 | June 1993 <br> STET Hellas Telecommunications S.A. commences commercial operations |  | 93 |

## Market Overview

 The Greek mobile market continued to grow in 2003 , bringing total mobile customers to more than 10 milion at the end of the year. which indicates a nomina market and the tendency towards multiple SIM card ownership. as well as the traffic upside potential. stemming from the already evident trend of fixed-to mobile substitution.The market saw heightened competition over the past year, as the Greek mobile operators shifted their customer acquisition strategies towards the highes yielding market segments, in their common pursuit of sustainable growth.
The distribution battle intensified in 2003 , with two mobile operators rapidly expanding their direct distribution networks as effective tools towards customer acquiThe distribution battle intensified in 2003, with two mobile operators rapidly expanding their direct distribution networks as effective tools towards customer acqui-
sition and retention. while STET Hellas took one step beyond to continue widening its distribution reach through increased presence in non-traditional points of sale
inally, parallel preparations for the 2004 Olympic Games and the passage towards third generation mobile telephony. combined with increased regulatory activwinessed over the past year further challenged operators profitability. More specifically on the regulatory front, the decision on mobile number portability necessitated increased investments, the company was notified as having Significant Market Power in the mobile market- a year after the same decision was
handed down to its peers, and a new draft telecom law imposing mandatory site co-location and tighter distance rules for antennae installations was proposed. 27


## Our Customers

| base, while contract customers numbered 817.914. <br> At the end of 2003. STET Hellas changed its disconnection policy for prepaid customers by introducing a shorter disconnection cycle, from ( $12+6$ $+1)$ months to $(12+1)$ months, thereby eliminating the 6 -month period in which prepaid customers could receive incoming calls, while retaining the 12-month limit necessitating an airtime renewal to avoid outgoing call barring. As a result, 382,051 inactive prepaid customers were effectively disconnected on the last day of 2003. However, this "clean-up" process had no effect on the company's financial results, considering that these customers were inactive for a given period of time. <br> The company continued to focus on the improvement of its customer base quality, proven by the growth of Business and Bundled-minutes based customers to around $79 \%$ of the total contract customer base at the end of 2003, versus $45 \%$ in 2002 . This positive trend was supported both by the offering of attractive bundled-minutes based packages throughout the year, as well as by STET Hellas' targeted and segmented sales approach towards the business market segment and the increased sales of the B BEST product through the company's direct distribution network. <br> In the prepaid segment, STET Hellas enjoyed another year of growth, lead by the company's highly successful FREE2GO and FOR ALL offers. <br> Attesting to the improved quality of the company's customer base is the rise seen in total traffic minutes that increased almost $288 \%$ during 2003 to 2.710 million minutes. Average monthly traffic per customer increased by approximately $9 \%$ to 84.8 minutes in 2003, versus 78.0 minutes in the previous year. The positive development in the average traffic trend was mainly driven by a more than $24 \%$ year-on-year increase in average outgoing traffic, as a result of a greater portion of high-end, high-yielding subscribers in the company's customer base. <br> In line with its customer-centric approach. STET Hellas continued to provide quality services to its customers and focus on a segmented customer service approach, balancing customer needs and cost of service. The company's ongoing customer focus and commitment is reflected by the high levels of customer satisfaction -growing to $94.5 \%$ during 2003 as expressed in the periodic surveys performed by the independent research firm. MRB. <br> Over the past year, the company further developed and implemented a set of targeted and innovative activities to increase the loyalty and lifetime value of its customers. The Customer Service department continued the "Welcome" contact- aiming to proactively exploit cross-selling opportunities, as well as the "Trouble Call Back" contact- focusing on the effective resolution of customer complaints. Furthermore, the "Business Customers Leads" campaign- conveying customers' preferences to STET Hellas' sales department was effectively implemented, supporting the increased penetration of the high-end business segment which resulted in the improvement of customer loyalty levels, as well as the image of the |  |
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## Distribution

SET Hellas cons to focus on distribution in 2003 to enlarge its products and services reach both through the expar of its own distion chein STET Hellas continued to focus on distribution in 2003 to enlarge its products and services reach, both through the exp
TELESTET Centers, now re-branded to 'TIM' stores, as well as by increasing its presence in non-traditional points of sale.

Siven the importance of the "TIM" stores, both from a commercial and an operational point of view, the company steadily continued to expand its direct distribution channel throughout the year. At year-end these points-of-sales grew to 160 shops and generated approximately $40 \%$ of the company's total gross activations. versus around $18 \%$ in full-year 2002. The goal of this rollout is to establish an integrated offer with a one-stop-shop approach by offering in addition to sales, integrated services and customer support, act as an "educational" agent for $2.5 G$ and $3 G$ services, as well as increase control over this important component of he company's cost structure.

STET Hellas' aim towards further penetrating alternative distribution channels was met through enriching its commercial agreement with the Hellenic Posta Service, making the company's contract products the only ones available in over 700 postal offices throughout Greece. as well as by commencing a cooperation greement with EFG Eurobank Ergasias S.A. - one of the largest banks in Greece, extending sales of both contract and prepaid products to the bank's credit card holders
Additionally. STET Hellas extended on-board sales of the company's products and services to the vessels of Strintzis lines and Superfast ferries, ultimately better positioning its products and services to holiday travelers, and delivered another break-through in non-traditional distribution, by introducing sales of prepaid positioning its products and services to holiday travelers, and delivered another break-through in non-traditional distribution, by introducing sales of prepaid
enewal cards. FREE2GO packages and connection packs through vending machines in high-traffic areas. As a result of these efforts, the company's core distribution network grew to more than 2.100 points-of-sale at the end of 2003 .

SET Hellas also boosted sales of the B BEST product \& services line by establishing a more targeted and segmeta approach egment. that resulted in business customers accounting for around $43^{\%}$ of the Conpry's tot contract customer base at the end of 2003 .

## Network

Throughout 2003, STET Hellas continued to invest in network infrastructure in order to meet increasing traffic demands, improve network performance, enrich its service portfolio, and meet regulatory requirements.
Network capacity has been increased through the installation of additional GSM Radio Base Stations (RBSS), the installation and integration of new Base Station Controllers (BSCs) and a new Mobile Switching Center (MSC), as well as the hardware modernization of several MSCs. In addition, a number of hardware expanions were performed in many nodes of the Company's Core Network and additional carriers were introduced in the Radio part, aiming to serve the increasing raffic demands and to improve network quality. The company's focus of improving network performance and quality was one of the main drivers of STET Hellas' network deployment in 2003 . Apart from the expan-
sion activities, optimization on the Radio sub-system-through the design and implementation of a new frequency plan took place in the Attica and Thessalonik reas, while data transcript integrity checks were performed on the Core Network. Furthermore, the installation and integration of two new management systems or network monitoring was accomplished.
n-line with regulatory requirements. STET Hellas undertook all necessary activities to support the Mobile Number Portability feature for all existing and futur ustomer subscriptions. All necessary network modifications have been completed, and commercial availability of the service commenced in the Greek market on March 1. 2004, in accordance with Greek NRA regulation.

Aiming to further contribute to the improvement of its network performance and in line with the company's major shareholder's (TIM) strategy, a new prepaid solution based on ( commercial demands.
addition, new interconnections with three new fixed alternative carriers were established. while new points of interconnection with the existing operators wer mplemented in order to increase network efficiency

Moreover, the construction of STET Hellas' optical fibre network in the Athens area commenced during 2003 , interconnecting a number of major hub sites. The new ptical network provides increased capacity. protection against severe weather conditions and 3rd party interference. Furthermore, the rollout of a Fixed Wireles Access network commenced with the installation of a number of LMDS base stations in the Athens and Thessaloniki areas.

The network preparations for the Athens 2004 Olympic Games were of strategic importance for STET Hellas in 2003: the Impact Analysis and the Crash Program feasibility studies were completed and the relevant project plans were identified.
accordance with its UMTS licence requirements and aiming to enrich the company's services portfolio for both circuit switched and packet switched services. an nd-to-end UMTS network has been deployed. The UMTS services were soff launched to a select group of users in late 2003, and commercially launched in the firs month of 2004.
Finally, in order to enable the launch of various advanced data services, meet the projected needs during the 2004 Olympic Games and further rollout the Company' UMTS network. an IP backbone network was established, capable of serving both user and network management traffic.

## Information Systems

> Year 2003 can be characterized as a year of major accomplishments for STET Hellas' IS Department, whose strategic drivers during the year were to provide rich functionality and full support for its direct distribution channels, enable the company's billing infrastructure to support upcoming $3 G$ services, and update the systems landscape in the critical area of pre-paid telephony to facilitate the provision of improved services.

Regarding the "TIM" stores, various services were introduced during the year, to support a wide variety of business functions (e.g. customer electronic cancellation contract request. change of SIM cards. paymenis and Point-of-Sale inventory monitoring for coifract customers handset upgrade). These services are currently vailable in all of our own stores, and are of critical importance in serving existing or potential customers through the company's direct distribution chain. In addi, a unified retail system was implemented and integrated with the company's back-office systems, to facilitate centralized inventory management and the intro uction of an automatic replenishment process.

Regarding 36 billing. STET Hellas successfuly implemented a state-of-the-art UMTS billing system- in-line with Telecom Italia Mobile's strategy and aiming a increasing synergies with the Telecom Italia group. Another major project in the area of billing was the lau
ddditionally, STET Hellas' IS organization also undertook all necessary activities to support the introduction of Mobile Number Portability, in accordance with egulatory requirements.

## Regulatory Achievements

The company responded effectively to the continuousy aggressive regulatory environment of Greek telecommunications in 2003.
During the year, the Greek National Regulatory Authority (NRA) declared STET Hellas as having Significant Market Power (SMP) in the mobile market- one yea ffter the same decision was handed down to its peers. Regarding this NRA's decision, the company petitioned at the Council of State against the SMP classification Sor determining such a notification have not differed significantly since last year, when STET Hellas received an exemptio for the SMP in the mobile market notification.

However. the NRA excluded the company from a decision declaring the rest of the mobile incumbent operators as having Significant Market Power in the Interconnection Market, as a result of its successful line of defense against such a decision.
Additionally, the company worked closely with the Greek NRA and the other mobile operators throughout the year. to meet the legal requirements for the final phase of the implementation of Mobile Number Portability-which commenced on March 1st, 2004, and proceeded with reducing the interconnection charges for fixed-to-mobile call termination, following the relevant guidelines set by the National Regulator.

Following the official publication of the New European Regulatory Framework for electronic communications (a series of EU Directives that were passed in 2000 necessitating the EU member states to redefine their telecommunications regulatory environment by implementing new electronic communication legislation $n$ ater than July 2003). the Greek Ministry of Transport and Communications issued an official Public Consultation with regard to a new draft Law. Following STET ellicial submission before the Parliament. However. national approval of this Law has been postponed due to the national elections and the subsequent change in government in March of 2004.

Related to this new European Regulatory Framework. STET Hellas successfully hosted for the first time in Greece a "GSM Europe Plenary Meeting" in May of this ast year. with representatives from the Greek NRA, the European Commission, and the majority of European mobile operators in attendance, to address concern stemming from the implementation in Greece of the new EU framework.
with the Telecom Italia Mobile regulatory teaty efiorts and close cooperation with the European Union throughout the year was enhanced through its cooperation not on

## Human Resources

During 2003, more than 180 new employees joined the company's highly skilled, customer-focused work force, bringing the total number of full-time equivalen mployees to 1.361 -with women accounting for $46.5 \%$ of the work force while men represented the remaining $53.4 \%$. New employees were hired primarily in the are
he quality of SIET Hellas employees is reflected in their high level of education: 42.4\% are holders of Bachelor degrees, with an additional 18.7\% bearing a Masters or Doctoral degree, while another 24\% holds other advanced or technical degrees. All employees are fluent in Greek and English, with a number of them having a hird or fourth language on their CV .
During the year the company placed a major emphasis on the improvement of the managerial skills of its employees through initiatives such as the "Performance Appraisal" seminar that is geared towards providing all its supervisors. managers s and directors with appropriate toots for effective staff appraisals. Addditionally, College" project is another example of STET Hellas focus on encourraging sector knowledge and managerial education.
Additionally, to come closer to realizing the company's goal of becoming the preferred employer in the Greek market among young graduates, STET Hellas rganized the "3rd Annual Career Day" attended by more than 500 students from reputable Universities and Colleges in Greece, to inform prospective candidates of employment opportunities with the company.

## Top Management

We completed the restructuring of our management in 2002, implementing a more flat organizational structure by creating a chief officer level to which executive directors of related divisions report. These chief officers report directly to STET Hellas' Chief Executive Officer. As of December 2003 STET Hellas' top managemen onsists of the following individuals:

Nikolaos Varsakis. Managing Director and Chief Executive Officer. Born in 1956. Mr. Varsakis joined STET Hellas in February 2001 with vast experience in the elecommunications market. He began his career at the Philips Group. where he held a series of managerial positions internationally. In 1993, he co-founded Rad Korassidis Telecom and became the Managing Director. Prior to joining STET Hellas. he held the position of general manager at Radio Korassidis Microcenter.

Ruggero Caterini. Chief Financial Officer. Born in 1961. Mr. Caterini joined STET Hellas in September 2002 with 12 years of experience in financial operations. He
 subsidiaries within the Administration \& Control department. In September 1998, he assumed the role of the controller for TIM's South American subsidiaries.A ear later, he was appoimed CFO and Investor Relations Director of fele Celular Sul Paritipacoes, iM's Brazitan subsidiary. Prior to joining the company, he was the CFO of Mobilkom Austria. Mr. Caterini holds a B.S. degree in Mechanical Engineering from the University of Rome "La Sapienza"
Nikolaos Costaras. Chief Information Officer. Born in 1955. Mr. Costaras joined STET Hellas in November 2002 as an IS Executive Director, having 12 years broa experience in Information Systems. He began his career in Credit Bank and assumed a series of managerial positions in Greek IT and Telecommunication companies. Mr. Costaras holds a B.S. in Computer Science and an MSc in Computer Science and Software Design.

Michele Gamberini. Chief Network Officer. Born in 1963 . Mr. Gamberini joined STET Hellas in November 2002. with 8 years experience in the sector of radio and


Nicola Gatti. Secretary General. Born in September 1963. he joined STET Hellas in September 2002 with 16 years of experience in the telecommunications section. He started his career in the Research and Development department of Telecom ltalia, where he was involved in many different functions such as the Servic Architecture department, he Key Account department. Before joining the company as a Secrelary General, he was a project and area manager in the Strategi Marketing Planning and International Affairs department of TIM. Mr. Gatti holds a B.S. in Electrical Engineering, from the University of Rome "La Sapienza"
Dimitris Papagiannopoulos. Chief Commercial Officer. Born in 1963. Mr. Papagiannopoulos joined STET Hellas in October 2001 with 10 years of experience in marketing and sales positions. He began his career in Memotek Systems SA and joined DHL International (Hellas) in 1994. Prior to joining STET Hellas he was th Commercial Director of DHL
London School of Economics.

## Company Structure



## Sponsorships

SET Hellas＇sponsorship programs continued to broaden in 2003，demonstrating for another year the company＇s commitment to supporting a wide range of on－profit cultural，educational，sports－related and charitable community endeavors throughout Greece．The sponsorship programs for the past year fell int
four different categories and included：

STETHelas and The Arts

## Msic concert in the Theater of Herodus Atticus with George Dalaras

STET Hellas celebrated its 10 －year anniversary with one of the great music events of the year，the concert of the popular Greek singer George Dalaras，entitled Oblation to Asia Minor＂．The concert took place in the ancient theater of Athens on June 21 st， 2004 with over 6.000 people in attendance

Festival＂Ermoupolia 2003＂
or the second consecutive year．STET Hellas was the main sponsor of＂Ermoupolia 2003＂，the most significant cultural festival in the Cyclades region，that took place on the island of Syros．＂Ermoupolia＂contained around forty different events（theater plays，music concerts，exhibitions etc．）over a period of two months．

STET Hellas and Society

## Doctors Without Borders－Greece

Hecines Sans Frontieres is among the various humanitarian organizations that STET Hellas supports．The company＇s cooperation with the Medicines Sans rontiers＂organization began in late 2001，and over the past year continued with the sponsorship of a photography exhibition that traveled across Greece，providing viewers with a harsh visual reality that many children across the world experience daily，while stimulating contributions towards the improvement of their living onditions，through an SMS donation service．

Youth Assistance
TET Hellas complemented its multidimensional sponsorship programs in 2003 by continuing to support various child support foundations，that included the ＂Hellenic Society for the Protection and Rehabilitation of Disabled Children＂，the＂Make A Wish Foundation＂，the＂Children＇s Smile Association＂and＂Action Aid Hellas
Environmental protection
In a continuous effort to protect Greece＇s scarce forest resources．STET Hellas once again supported the efforts of nine municipalities in Western Athens，as well as the Association for Development in Western Athens to secure Mt．Egaleo＇s fire safety．by donating prepaid packages to cover the volunteers＇communication needs with the Operations Center and the Fire Brigade．
Additionally，the company integrated a widespread recycling program as part of the company＇s everyday procedures during the year and expanded both its plastic and metal recycling programs．Based on international data on recycling levels，the company is estimated to have saved more than 1.000 trees during the past year


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## Sponsorships

## ster Helles and Ahletics

## sailing boat Zantino

The company's long-standing relationship with sailing began in 1994 when it began its sponsorship of the ZANTINO sailing boat. The ZANTINO's all-female crew. the only one of its kind in Greece, is captained by Mr. Panagiotis Strouzas, and has won various distinctions in many races.

The Aegean Sailing Rally
The company continued-for a fifth consecutive year, its exclusive sponsorship of the "National Aegean Sailing Rally," the most well known race in Greece attracting The company continued- for a fifth consecutive year, its exclusive sponsorship of the "National Aegean Saling Rally. the most w
more than 60 sailing crews each year. STET Hellas also organized cultura events in the islands that were included in the race.

National Sponsor of the Greek Rowing Federation
In 2003. STET Hellas continued sponsoring the Greek Rowing Federation, an organization composed of more that 50 clubs from all over the country whose athletes ave achieved significant international records, including ones at the Olympic Games in Sydney and the World Championships of Lucerne. STET Hellas also sponsors the National Rowing teams in their preparations for the 2004 Olympic Games.

Maroussi - TELESTET basketball team
STET Hellas was the official sponsor, for the third year in a row, of the Maroussi basketball team, which participated in the National League with significant distinctions on both national and European levels.

TELESTET" All Star Game
STET Hellas was the exclusive sponsor of the first "All-Star" soccer game organized by the Hellenic Football Association. Top-level Greek and Cypriot player ompeted against the respective foreign players from leading national category teams. STET Hellas "All Star Game was unique because both the players and coaches were chosen from the sports fans themselves.

## STET Hellas and Education

Following the success of its initiative to donate modern technological equipment to the schools of the Evros Prefecture in 2001 and in the Dodecanese in 2002. STE ellas once more supported the children of another remote area of Greece in the areas of loannina and Thesprotia by donating new technological equipment, and providing computer training to both students and teachers of 45 primary and secondary schools in the area.



Financial Review


## REPORT OF INDEPENDENT AUDITORS

To the Shareholders and Board of Directors of:
STET HELLAS TELECOMMUNCATIONS S.A.
We have audited the accompanying balance sheets of STET HELLAS TELECOMMUNICATIONS S.A. (a Greek corporation) as of December 31, 2003 and 2002, and the lated statements of income, shareholders' equity and cash flows for each of the three years in the period ended December 31, 2003. These financial sa e the responsibiliy of th in accordace with the standards of the Pubity
lan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstaiement. An audit includ ing, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used d significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.
our opinion, the financial statements referred to above present fairl, in all malerial respects, the financial position of STET HELLAS TELECOMMUNICATIONS S.A frmity with U.S. generally accepted accounting principles.
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## Stet Hellas Telecommunications S.A. Statements of Income

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## Notes to the Financial Statements

## 1. COMPANY'S FORMATION AND OPERATIONS:

STET HELLAS TELECOMMUNICATIONS S.A. (hereinatter referred to as "Stet Hellas" or the "Company") was incorporated on July 28, 1992, as a société anonyme, in order to provide GSM mobile telecommunications services in the Hellenic Republic ("Greece" or the "State"), in accordance with the provisions of Law 2075/92 subsequently replaced by Law 2246/94 (the "Telecommunications Law"). Since June 3 , 1998, Stet Hellas' shares have been quoted on the NASDAQ National Marke and are listed on the Official Market of the AEX Effectenbeurs N.V. (the "Amsterdam Stock Exchange"). TIM International N.V. is the Company's principle shareholder ollowing a competitive tender. Stet Hellas entered into a Concession Agreement. dated September 14.1992 (the " 1 st Concession Agreement"), with the State and September 30. 1992. was granted a twenty-year license (the "License") to operate a GSM network in Greece for a concession fee of $€ 91.7$ million. The Licens on the microwave facilities used to connect switches within the GSM network on a dedicated basis to third parties. Furthermore, subject to applicable European Union ("EU") requirements, the License to operate a GSM network in Greece would be exclusive to Stet Hellas and Panafon S.A. for a period of eight years from its effective date. However, pursuant to a license granted to the Hellenic Telecom munications Organization S.A. ( OTE 1995. OTE is entitled to develop mobile telecommunications services using DCS 1800 technology. In 1997. OTE transferred its rights to provide such services to is $70 \%$ owned subsidiary. COSMOTE Mobile Telecommunications S.A. ("Cosmote"),

Aent dated August 6. 2001 (the "2nd Concession Arse with the State and on the These licenses authorize Stet Hellas to establish and operate a mobile telecommunications network in the DCS 1800 MHz band. as well as, in the special range of $\times 10 \mathrm{MHz}+5 \mathrm{MHz}$. UMTS is a high-speed standard for "third generation" mobile telecommunications that allows Stet Hellas to provide an extensive range of new services, including mobile multimedia, vide telem and high-speed Internet access.

## Notes to the Financial Statements

## 2. SGNFCAN ACCOUNTNG PO CNES

Basis of Financial Statements. The Company maintains its accounts under Greek tax and corporate regulations and has made adjustments to these records to present the accompanying financial statements in accordance with generally accepted accounting principles in the United States ("U.S. GAAP").
ther Comprehensive Income: Other comprehensive income refers to changes in net assets from transactions and other events, and circumstances other than ransactions with sharetiders. These changes are recorded directly as a separate conent of shareholders' equity and excluded from net income. The Company does not have any components of comprehensive income other than net income.

Use of Estimates: The preparation of financial statemenis in conformity with U.S. GAAP requr eported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of evenues and expenses during the reporting period. Actual results could differ from those estimates.
Foreign Currency Transactions: For the years ended December 31, 2003 and 2002 the Company's functional currency and reporting currency was the Euro. For the Foreign Currency Transactions: For ite years ended December 31,203 and 2002 the Company's functional currency and reporting currency was the Euro. For the ime of the transactions. At the balance sheet dates, monetary assets and liabilities, which are denominated in other currencies, are adjusted to reflect the current xchange rates. Gains or losses resulting from foreign currency re-measurements are refiected in the accompanying statements of operations.
Net foreign exchange gains (losses) related to currency re-measurements of ( $£ 336$ ), $€ 605$ and $€ 223$ for 2001,2002 and 2003 respectively, are included in the accompanying statements of operations.

Forward Exchange Contracts: Periodically the Company enters into forward exchange contracts to hedge the exposure of foreign exchange fluctuations associated with its normal business transactions. During the year 2003., the Company had no outstanding forward exchange contracts. Forward exchange contracts are marke market, with any resulting gains or losses being reflected in the accompanying statements of operations.
 he risk associated with changes in market value. The Company monitors its positions, the credit ratings of counterparties and the evel of contracts it enters in hany milicth arrangements.
Notes to the Financial Statements


## Notes to the Financial Statements

## sGNFCANT ACCOUNTING PO LCIE

nt with Germanos Batteries S.A. ("Germanos"), a Greek retail telecommunication nd electronic dealer, which it had originally agreed to enter in November 1998.
The total acquisition cost to the Company for the right to use Germanos' distribution network amounted to $€ 29.3$ million, which has been classified as an asset in the accompanying balance sheets and is amortized over its average estimated useful life of ten years. Of this amount. $€ 8.8$ million and $€ 20.5$ million were paid in
1998 and 1999 . respectively.

Cellular License: The License (1st Concession Agreement) which was granted to the Company for a concession fee of $€ 91.7$ million is being amortized over the erm of the License of twenty (20) years. The DCS 1800 License (2nd Concession Agreement) which was granted to the Company for a concession fee of $€ 26$ mil
The UMTS License (2nd Concession Agreement) which was granted to The UMTS License (2
statements as follows.

- $€ 103$ million that represent the amount that was paid within 2001 and represents the 1st part of the concession fee of the license.
$€ 35$ million that represent the present value of the future installments of $€ 44$ million. This amount is recorded in other long-term liabilities.
$€ 4.2$ million representing the interest expense of the period from the acquisition of the license and up to December 31 , 2003, which was capitalized. This amoun is recorded in other long-term liabilities.
The interest expense is capitalized against the long-term liability for the period that the UMTS license is out of commercial operation. The UMTS license will star ane expense is capitalized against the long-term liability for the perio

Goodwill and Other Intangible Assets: Effective January 1, 2002 the Company adopted Statements of Financial Accounting Standards (SFAS) No. 142, "Goodwill and ther Intangible Assets". SFAS No. 142 no longer permits the amortization of goodwill and indefinite-lived intangible assets. Instead. these assets must be reviewe annually (or more frequently under certain condtions) for impairment in accordance winh his statement. This impairment test uses a fair value approach rather han the undiscounted cash flows approach previously required by SFAS No. 121. "Accounting for the Impairment of Long-lived Assets and for Long-lived Asset be Disposed of". The goodwill and indefinite-lived intangible assets impairment test under SFAS No. 142 requires a two-step approach. which is performed a the reporting unit level, as defined in SFAS No. 1 142. Step one identifies potential impairments by comparing the fair value of the reporting unit to its carrying amoun. SFAS No. 142 . If the carrying amount of the reporting unit's goodwill exceeds the implied fair value of that goodwill, an impairment loss is recognized for an amoun qual to that excess. Intangible assets that do not have indefinite lives will continue to be amortized over their useful lives. The adoption of SFAS No. 142 did no impact the results of operations or financial position because the Company had no goodwill or indefinite-lived intangible assets at December 31, 2003 and 2002.

## Notes to the Financial Statements

## SGNFICAN ACCOUNTNG POLICES

mpairment or Disposal of Long-Lived Assets: Long-lived assets subject to amortization are reviewed for impairment in accordance with SFAS No. 14 Accounting for the Impairment or Disposal of Long-Lived Assets" which the Company adopted effective January 1. 2002. Under SFAS No. 144, these assets ar lested for recoverabiity whenever events or changes in business or technology indicate that their carrying amounts may not be recoverable. An impairment charge is recognized for the amount (if any) by which the carrying value of the asset exceeds it fair value. Prior to January 1 . 2002. the Company asses
of long-lived assets under SFAS No. 121. "Accounting for the Impairment of Long-Lived Assets and for Long-Lived Assets to be Disposed of".

Reserve for Staff Retirement Indemnities: As more fully discussed in Note 12, the reserve for staff retirement indemnities is provided for in accordance with SFAS No. 87 (disclosed in accordance with the requirements of SFAS No. 132R) and is based on an independent actuarial study.

Income Taxes: Deferred income taxes provide for the tax effects of temporary differences between financial reporting and tax bases of assets and liabilities, using nacted tax rates in effect in the years in which the difference rexpected to reverse. Valuation allowances are recorded to reduce deferred tax assets when more likely than not that a tax benefit will not be realize.

Advertising Costs: Advertising costs are expensed as incurred. The Company incurred $€ 15,576$, $€ 13.024$ and $€ 17.155$ in advertising costs during 2001, 2002 and 2003, respectively.

Recognition of Revenues: Revenues from the sale of handsets and accessories, net of discounts allowed, are recognized upon shipment to dealers or at point-of sale (in the case of sales through the Company's retail outlets), while revenues from the sale of prepaid airtime cards and the prepaid airtime, net of discounts allowed, included in the Company's prepaid GSM service packages are recognized based on usage.
ased on traffic and are accrued at the end of the month. Accrued unbilled revenues for services provided 2002 and 2003. respectively (see Note 4).




## Recently lssued Accounting Standards:

In July 2002. the FASB issued SFAS No. 146 . "Accounting for Costs Associated with Exit or Disposal Activities". SFAS No. 146 replaces EITF Issue No. 94-3. "Liability Recognition for Certain Employee Termination Benefits and Other Costs to exit an Activity (including Certain Costs Incurred in a Restructuring). and changes the iiming of recognition for certain exit costs associated with restructuring activities. Under SFAS No. 146 certain exit costs would be recognized over the period in
which the restructuring activities occur Currently exit costs are recognized when the Company commits to a restructuring plan . 5 FAS No
Na is is applied which the restructuring activities occcur. Currently, exit costs are recognized when the Company commits to a restructuring plan. SFAS No. 146 is applied prospectively to exit or disposal activities initiated after December 31. 2002. though early adoption is allowed. The Company will adopt SFAS No. 146 for exit or
disposal activities that are initiated after December 31. 2002. The provisions of SFAS No. 146 could result in the Company recognizing the cost of future restructuring activities over a period of time as opposed to as a one-time expense.

November 2002. the FASB issued FIN No. 45. "Guarantor's Accounting and Disclosure Requirements for Guarantees, Including Indirect Guarantees of Indebtedness of Other". FIN No. 45 requires that upon issuance of a guarantee. the guarantor must recognize a liability for the fair value of the obligation it assumes under the guarantee. The disclosure provisions of FIN No. 45 are effective for financial statements of annual periods that end after December 15. 2002. The provision No. 45 is not expected to have a significant effect on the Company's financial statements.

In December 2002, the FASB issued SFAS No. 148, "Accounting for Stock-Based Compensation. Transition and Disclosure." SFAS No. 148 provides alternative methods of transition for a voluntary change to the fair value based method of accounting for stock-based employee compensation. SFAS No. 148 also requires tha disclosures of the pro forma effect of using the fair value method of accounting for stock-based employee compensation be displayed more prominently and in a bular format. Additionally. SFAS No. 148 requires disclosure of the pro forma effect in interim financial statements. The transition and annual disclosure require provisions of APB Opinion No. 25 and does not expect SFAS No. 148 to have a material effect on the Company's financial position or results of operations. Refer to the "Stock Based Compensation" section of Note 2 and Note 21 for disclosures related to stock based compensation.

In January 2003, the FASB issued FIN No. 46. "Consolidation of Variable Interest Entities" to expand upon existing accounting guidance that addresses when a ompany should include in its financial statements the assets. liabilities and activities of another entity. Under previous accounting guidance, the Company enerally have included another entity in the consolidated financial statements only if the Company had a controlling financial interest in the entity through voting or other interests. FIN 46 changes the guidance by requiring a variable interest entity (VIE), as defined. to be consolidated by the company that is subject to a majority of the risk of loss from the VE s activities, or is entitled to receive a majority of the enitit's residual returns, or both. FN 46 also requires disclosure abe and VIEs that a company is not required to consolidate. but in which it has a significant variable interest. These disclosures include the nature., purpose, size an
activity of the VIE as well as the holder's maximum exposure to losses as a result of involvement with the VII. FIN 46 is currently effective for all new variable interest entities created or acquired after January 31. 2003. As of December 31.2003 this interpretation has no effect on the Company's financial statements.
In December 2003, the FASB issued a revised FIN 46 (FIN 46R) that replaced the original interpretation and codified proposed modifications and other decisions eviously issued through certain FASB Staff Positions including deferral of the effective date of applying FIN 46 R to certain variable interests created befor
 203. . evises the required footnote disclosures without changing the measurement or recognition provisions of existing postretirement benefit accounting literature. Th
disclosure provisions of FAS $132 R$ require additional disclosures regarding the types of plan assets, plan obligations, cash flows, investment strategy, measure ment dates and the components of net periodic benefit cost recognized. The Company has adopted the disclosure provisions of FAS 132R.



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## 10. OTHER CURRENT LIABILITIES: <br> her current tiabilities are analyzed as follows.

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11. INCOME TAXES:


\section*{ <br>  | $123.937)$ <br> 27.911 <br> 387 <br> 28.98 <br> 4.295 |
| :---: | <br> }

12．STAFF PENSION AND RETIREMENT INDEMNITTES：



$\begin{aligned} & \text { Serice cost } \\ & \text { lnteestost } \\ & \text { Nent anorization } \\ & \text { Additional cost of of }\end{aligned}$
$\begin{aligned} & \text { Projected benefit obligation at beginning of year } \\ & \text { Service cost } \\ & \text { Interest ccost }\end{aligned}$
离亮
$\begin{aligned} & \text { Benefits paid directly by the Company } \\ & \text { Exta payments or expenses } \\ & \text { Actuarail loss }\end{aligned}$
12. STAFF PENSION AND RETIREMENT INDEMNITIES (cont):

## The projected future benefit payments under this plan are as follows:

As at December 31.

\section*{ジ் <br> | The assumptions underlying the actuarial valuation of staff retirement indemnities are |
| :--- |
| Discount rate |
| Assumed rate of increase in future compensation levels |
| Price Inflation |}



## 15. COMMTMENTS AND CONTINGENCES (cont:

## b) Litigation and Claims:

The Company is a party to various litigation and claims, the major of which are
(i) Mobite Arbitration: Mobite S.A. ("Mobitel") a distributor of the Company and its parent. Interamerican Group. submitted a request for arbitration (the "Initial Claims") to the International Court of Arbitration of the International Chamber of Commerce (the "ICC International Court of Arbitration" or "the Tribunal") seeking compensation on several commercial issues. The Initial Claims dated December 26 , 1996 and $J u l y ~(15.1997$ requested damages in an aggregae amons
million plus VAT and interest and $€ 132.1$ million, respectively.
The Company has vigorously denied these claims and on April 16. 1997, filed a counterclaim (the "Counterclaim") against Mobitel and Interamerican.
On October 9.2000 . the Tribunal issued an interim award which ruled that, in principle. Mobitel is entitled to a $6 \%$ compensation calculated on the Company's
revenues from both outgoing and incoming calls. The Company has filed an objection with the Tribunal. claiming that the issue of the quantification of Mobitel's revenues from both outgoing and incoming calls. The Company has filed an objection with the Tribun
claim must be decided by the Greek courts. based on a specific provision in the Mobitel Agreement.
claim must be decided by the Greek courts, based on a specific provision in the Mobitel Agreement.
A series of legal actions took place and in 2002. Mobitel calculated its claims as follows: claims for the commission on revenues generated by all calls (including A series of legal actions took place and in 2002 . Mobitel calculated its claims as follows: claims for the commission on revenues generated by all calls s including
incoming calls) made by customers acquired by Mobitel amount to U.S. $\$ 19.6$ million plus interest of U.S. $\$ 9.6$ million: claims for the Company's failure to achieve incoming calls) made by customers acquired by Mobitel amount to U.S. $\$ 19.6$ million plus interest of U.S. 59.6 million; claims for the Company's failure to achieve
a $45 \%$ market share amount to U.S. $\$ 8.8$ million plus interest; and claims for the damages as a result of the breach of the agreement amount to U.S. $\$ 109.4$ million.
 share as a result of the failure of Mobitel and Interamerican to fulfil their obligations; and U.S. 5611.2 million plus the legal interest for damages and loss of income incurred for the illegal termination by Mobitel of the distribution and sales agreement with the Company.
The tribunal issued on November 2003 an Interim Award on the Company's claim for bad debts awarding in favour of the Company an amount of $€ 1.5$ million and rejecting the corresponding claim of Mobitel for commissions for bad debts.
unsuccessful, the award of substantially all the amounts claimed by Mobitel and Interamerican would and the Revised Claim - Additional Request were financial condition and results of operations.
(ii) Interamerican Greek Life Insurance Company S.A.: Interamerican Greek Life Insurance Company S.A.. filed a claim with the First Instance Court in Athens against the Company, requesting an amount of $€ 11.7$ million for moral damages incurred. The first hearing before the court took place on April 5,2001 and the Court issued decision no. $9800 / 2001$ requesting further evidence.
(iii) DELAN Arbitration: The Company and Delan Cellular Services S.A. ("DELAN") were party to an agreement dated September 25. 1996. whereby DELAN agreed to develop and market prepaid telecommunications services through the Company's network in exchange for $50 \%$ of the revenues from prepaid airtime cards sold by DELAN and from prepaid airtime included in prepaid service packages sold to prepaid customers by DELAN. On January 27, 1997, the Company terminated the agreement due to DELAN's failure to perform and instead pursued development of B-Free with a different contractor. On February 26 . 1998 DELAN filed a claim
anticipated profits.
The first hearing before an arbitration tribunal occurred on March 18. 1998. Due to the resignation of one of the arbitrators, the evidence submission and the hear-
and ing procedure were repeated and were only completed in January 2001. The two parties filed closing briefs on March 6. 2001. The arbitrators' decision remains pending however they have issued an interim decision appointing an independent chartered accountant to deliver a report to the Tribunal evaluating the claim based on the contract and the actual figures arising from the Company's operations of pre-paid mobile telephony between 1997 and 2002. Management and legal counsel believe that the Company's defense is strong and well found and the Company will vigorously defend its position; however, an adverse result could have a material adverse effect on the Company's financial condition and results of operations.
(iv) Vasilias Enterprises S.A. Litigation: On March 14. 2001. Vasilias Enterprises S.A. ("Vasilias"). one of the Company's master dealers, filed a claim with the Athens Court of First Instance, requesting an amount of approximately $€ 9.1$ million for moral damages and for other amounts to which Vasilias was entitled in
relation to business activities performed on behalf of the Company. The hearing before the Athens Court of First Instance took place on April 2 2003 The Court relation to business activities performed on behalf of the Company. The hearing before the Athens Court of First Instance took place on April 2 . 2003. The Court
has awarded Vasilias the amount of $€ 1.7$ million against which the court offset the Company's counterclaim of $€ 1.0$ million. Both parties appealed the decision. The hearing before the Athens Court of Appeals will take place on May 20.2004.
(v) Lantec Communications S.A. Litigation: On March 21, 2002, a claim amounting to approximately $€ 52.7$ million was filed by an ex-master dealer. Lantec Communications S.A. ("Lantec") against the Company, seeking damages relating to the termination by the Company of its exclusive agreement with Lantec. The hearing before the Multimember First Instance Court of Athens took place on March 24. 2004. The decision of the remains pending. The Company believes that the claim is without merit and intends to contest the case vigorously.



|  |  |  |  |  | 훗 |  | $\stackrel{\circ}{\sim}$ <br>  <br> Outstanding at December 31， 2001 |  |  |  <br>  |  |  |
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21. SUBSEQUEN Dividends declared: On February 26,2004 the Board of Directors proposed for formal approval at the Annual General Meeting a final dividend in
respect to the year ended December 312,2003 of $€ 8.319 .9$ On April 22.2004 the eeneral Assembly unanimously approved the proposed dividend. The
dividend was paid on May 28,2004 to registered holders of the Company's shares as at May 6,2004 .

[^0]:    Boosted by the stock market rebound of the past year. STET Hellas' share price performance witnessed significant gains in 2003 , closing at $\$ 13.00$-up $78.6 \%$, outperforming

