

Regulation on General Authorisations for the Provision of Postal Services no 296/93

THE NATIONAL TELECOMMUNICATIONS AND POSTS COMMISSION (EETT)

With regard to:

1. Law 2668/1998 « Organization of the postal services sector and other provisions » (O.J. 282/A'/1998).
2. Article 4, par. 5, of Law 3185/2003 “Amendment of Law 2668/1998 (OJ 282 A’), harmonization with Directive 2002/39/EC, administration of matters relating to the Hellenic Post Organization (ELTA) and other provisions” (OJ 229/A'/2003).
3. The fact that the provisions of this decision do not entail any expenses for the State Budget, hereby decides:
Issues the Regulation on General Authorisations for the provision of postal services with the following provisions:

Article 1 Object and Definitions

1. This Regulation regulates the categories of General Authorisations, the mode of payment of fees for the registration of postal undertakings in the Postal Undertakings Register kept by EETT, as well as any other necessary detail pertaining to the General Authorisations.
2. The words and/or phrases used in this Regulation have the meaning attributed to them in Law 2668/1998 as amended by Law 3185/2003. The following words and/or phrases used in the provisions of this Regulation, have the following meaning:
 - a) Express Delivery: services related to the special express conveyance of postal items, monitored by the Special Postal Items Track and Trace System (SPITTS).
 - b) Special Express Delivery of Postal Items: the conveyance of postal items, which involves specific operational requirements, conveyance and delivery times that are offered as an option to users in order to meet their needs.
 - c) Special Postal Items Track and Trace System (SPITTS): information system for tracking and tracing postal items.
 - d) Distribution: the final operational procedure, which includes the sorting of postal items to be delivered and their delivery on the spot or at the addressee’s address.
 - e) Sorting Centre: distinct business premises where sorting procedures are carried out, the necessary information for the identification of the postal item is entered into the SPITTS of the undertaking and postal items are forwarded to the next Sorting Centre or the Express Delivery Premises Facility responsible for distribution
 - f) Express Delivery Premises Facility: distinct business premises where postal items are mainly collected by a Sorting Centre or the user and distributed. At

the Express Delivery Facility, which may coexist with a Sorting Centre, the necessary information for the identification of the postal item will be entered into the postal undertaking's SPITTS.

- g) Postal Network: The overall organization and resources of all kinds and persons used by the postal services provider operating under General Authorisation, including the natural or legal persons who do not hold a General Authorisation and to whom the Authorisation holder assigns postal services under its Authorisation.
- h) Express Delivery Voucher (EDV): a form that is attached to the postal item and contains the necessary information for its identification.
- i) Express Delivery Terms of Agreement: Agreement between the postal undertaking and the user for the express delivery of one or more items.
- j) Preparation of postal items: actions aiming at creating postal items from their component parts.
- k) General Authorisation Holder: the provider of postal services operating under a General Licence.

Article 2

Provision of Postal Services under General Authorisation

1. Postal undertakings may provide under General Authorisation postal services, which do not fall within the scope of the Universal Postal Service defined in Law 2668/1998 as in force following its amendment, after registering with the Postal Undertakings Register kept by EETT. Registration in the Register constitutes the General Authorisation.
2. In order to be registered in the Postal Undertakings Register, postal undertakings shall submit to EETT a Declaration for the Provision of Postal Services. By means of this declaration the undertaking concerned declares its intention to provide one or more postal services, which it describes and requests its registration in the Postal Undertakings Register.
3. The General Authorisation sets forth the terms and preconditions that each postal undertaking commits to observe for the provision of postal services. The General Authorisation covers all or part of the stages of collection, sorting, conveyance – delivery and distribution of postal items. Postal services under the Regulation include:
 - Special Express Delivery of Postal Items – Express Delivery
 - Handling of unaddressed advertising items
 - Preparation of postal items
 - Exchange of documents

Cash-on-delivery and purchase services are postal services only as regards the preparation and express delivery of items.

4. Regarding the provision of other services, in addition to the above, EETT may lay down, in a relevant decision, the terms and conditions for providing such services.

Article 3 Categories of General Authorisations

Depending on the Sorting Centres it operates and the size of the geographical area where the General Authorisation Holder together with its Postal Network provides postal services, General Licences are distinguished as follows:

1. Local General Authorisation: it concerns postal undertakings, which together with their Postal Network operate one Sorting Centre. The municipalities within which the Local General Authorisation Holder provides postal services are specified in Table A of Annex III to this Regulation. For the provision of services to other municipalities, apart from those mentioned in the Declaration for the Provision of Postal Services, undertakings operating under a Local General Authorisation may cooperate with other undertakings holding a Local, Regional or National General Authorisation. In any event, responsibility for providing the service lies with the undertaking operating under Local General Authorisation, which accepts the user's order for the provision of postal service.
2. Regional General Authorisation: it concerns postal undertakings, which together with their Postal Network operate more than one Sorting Centre. The municipalities where the Regional General Authorisation Holder provides postal services are specified in Table A of Annex III to this Regulation. For the provision of end-to-end postal services, undertakings operating under Regional General Authorisation may cooperate with other undertakings holding a Local, Regional or National General Authorisation. In any event, responsibility for providing the service lies with the undertaking operating under Regional General Authorisation, which accepts the user's order for the provision of postal service.
3. National General Authorisation: it concerns postal undertakings, which together with their Postal Network operate at least one Express Delivery Facility in each district of the country, while meeting, at the same time, the terms and conditions of paragraph 2 of this Article.

Article 4 Operation of the Postal Network

1. The General Authorisation Holder is responsible for the operation of its Postal Network as a whole, taking all necessary measures for that purpose.
2. The Postal Network of the General Authorisation Holder operates in its name and on its behalf with respect to the postal services stipulated in the General Authorisation. The Charter of Obligations towards Consumers (C.O.C.), the commercial policy and price lists shall be established by the General Authorisation Holder for the whole Postal Network and the General Authorisation Holder shall be responsible for their proper application. The General Authorisation Holder invoices users for the postal services provided. The vouchers and documents used for the postal services stipulated in the General Authorisation should indicate at least the particulars of the General Authorisation Holder and its distinctive mark as determined in EETT's decision no 188/7/18.10.2000 as in force.

3. The undertakings, which hold a General Authorisation and wish to integrate in their Postal Network other undertakings that do not hold a General Authorisation for providing postal services, shall submit to EETT the completed tables of Annex III. The integration of an undertaking that does not hold a General Authorisation in the Postal Network of an undertaking operating under General Authorisation, shall be valid from the date of submission of the above tables to EETT and for as long as no notice to the contrary has been given to EETT by the General Authorisation Holder.

Article 5
Charter of Obligations towards Users
(Consumers) (C.O.C.)

1. Undertakings providing postal services under General Authorisation shall submit the C.O.C. together with the Declaration for the Provision of Postal Services. The C.O.C. includes a description of the characteristics of the service to be provided and the time period during which it will be provided, the information given to users on the rates, based on the elements that determine them, which include the expected quality improvement of services, as well as the disputes resolution committee with the participation of a users' representative and the possibility for the user concerned to appear before the committee, as well as any other necessary detail.
2. The minimum contents of each postal undertaking's C.O.C. is presented in the section on the Charter of Obligations towards Users (Consumers) of Annex V to this Regulation.

Article 6
Special Postal Items Track and Trace System (SPITTS)

The SPITTS of each postal undertaking must comply with the system described in Annex IV to this Regulation.

Article 7
Express Delivery Voucher (EDV)
Express Delivery Agreements

1. The Express Delivery Voucher that is attached to the postal item should at least contain the following information:
 - a) The name or distinctive title of the undertaking holding a General Authorisation
 - b) The identification mark as specified in EETT' s decision 188/7/18-10-2000 as presently in force.
 - c) The particulars of the postal item, which are essential for its monitoring and locating by the undertaking' s SPITTS.

2. The minimum content of the individual express-delivery agreements, irrespective of whether these are included on the EDV, is presented in the individual agreement section of Annex V to this Regulation.
3. The Express Delivery Agreements, which are concluded for a number of postal items or for the provision of postal services over long time-periods, include terms, which ensure the special express delivery of postal items monitored by the undertaking's SPITTS.
4. The EDV and the individual express delivery agreements shall be submitted to EETT together with the undertaking's Declaration for the Provision of Postal Services for its registration in the Postal Undertaking's Register.

Article 8 Declaration for the Provision of Postal Services

The Declaration for the Provision of Postal Services for registration in the Postal Undertakings Register is presented in Annex 1 to this Regulation and includes the following information:

- I) Natural persons (personal undertakings)
 - 1) Full identity card details (full name, identity card number, date of issuing, issuing authority)
 - 2) Name or distinctive title or mark or other distinctive sign of the postal undertaking as printed on or attached to the postal item.
 - 3) Period, in calendar years, for which the General Authorisation is requested, including the year, in which the General Authorisation was obtained.
 - 4) Postal services provided.
 - 5) Information relating to the Postal Network, regarding the number of Express /Courier Delivery Facilities and Sorting Centres, the number and type of vehicles, the number of full and part-time personnel and the number of undertakings operating without General Authorisation, which make part of the undertaking's Postal Network.
 - 6) The supporting documents and information mentioned in the Declaration for the Provision of Postal Services and which are listed below, shall be annexed to it:
 - a) A copy of the criminal record for general use, showing that the applicant has not been finally convicted for felony.
 - b) A formal statement that the natural person has professional capacity. Professional capacity consists in having the knowledge that is essential for ensuring an adequate level of quality for the postal services to be provided. This condition is considered as being met if the natural person is at least a graduate of a Greek high school or six-grade secondary school or an equivalent foreign school. The equivalent rating of the Greek high school or six-grade secondary school or foreign schools must be certified by the Ministry of National Education and Religious Affairs.
 - c) The C.O.C., in accordance with article 5 of this Regulation
 - d) The EDV, in accordance with article 7 of this Regulation

- e) The individual agreement, in accordance with article 7 of this Regulation.
 - f) The price list for the postal services provided applicable on the date of submission of the Declaration for the Provision of Postal Services
 - g) Tables A and B of Annex III to this Regulation.
- II) Legal persons (Commercial partnership, Ltd partnership, Ltd company, S.A.)
- 1. Legalizing documents, particulars of legal representatives and those responsible for managing the company.
 - 2. Name or distinctive title or mark or other distinctive sign of the postal undertaking as printed on or attached to the postal item.
 - 3. Period, in calendar years, for which the General Authorisation is requested including the current year during which the Authorisation is obtained.
 - 4. Postal services provided.
 - 5. Information on the Postal Network, with respect to the number of Sorting Centres and Express Delivery Offices Facilities, the number of full and part-time personnel and the number of undertakings operating without General Authorisation which make part of the undertaking's postal network.
 - 6. All relevant supporting documents, records and information are attached to the Declaration for the Provision of Postal Services and include:
 - a) Copies of the criminal record for general use showing that the legal representatives and persons responsible for managing the undertaking have not been finally convicted for felony.
 - b) A Formal Statement that the natural persons who manage the company have professional capacity. Professional capacity consists in having the knowledge that is essential for ensuring an adequate level of quality for the postal services to be provided. This condition is considered as being met, if the natural persons are at least graduates of a Greek high school or six-grade secondary school or equivalent foreign school. The equivalent rating of the Greek high school or six-grade secondary school or foreign schools must be certified by the Ministry of National Education and Religious Affairs.
 - c) The C.O.C. in accordance with article 5 of this Regulation
 - d) The EDV in accordance with article 7 of this Regulation
 - e) The individual agreement, in accordance with article 7 of this Regulation
 - f) The price list for postal services provided as applicable at the time of submission of the Declaration for the Provision of Postal Services.
 - g) Tables A and B of Annex III to this Regulation

Article 9

Acceptance of the Declaration for the Provision of Postal Services – Registration in the Postal Undertakings Register

1. EETT shall register the undertaking in the Postal Undertakings Register within 15 days from the date of submission of the Declaration for the Provision of Postal Services, provided this is complete and properly filled. If the Declaration for the Provision of Postal Services is incomplete, EETT shall reject it, on the basis of a justified decision.
2. In case of doubt as to the inclusion of postal services requested under the General Authorisation regime, EETT by means of a decision issued within six (6) weeks from receipt of the relevant Declaration for the Provision of Postal Services, shall lay down provisional conditions for the provision of services and shall permit the provision of services requested or provisionally reject the Declaration for the Provision of Postal Services, informing the applicant of the reasons for such rejection. Within one month from the issuing of such decision, EETT by means of a new decision shall lay down the final conditions for the provision of services or finally reject the Declaration for the Provision of Postal Services, justifying its decision.

Article 10

Duration of validity – Modification – Renewal of General Authorisations

1. General Authorisations shall remain valid for the period indicated in the Declaration for the Provision of Postal Services. Following the expiry of the General Authorisation's validity, postal undertakings by decision of EETT, shall be removed from the Postal Undertakings Register and may not provide postal services.
2. General Authorisations can be amended in the following cases:
 - (a) Following notification by the postal undertakings to EETT of any modification of the information contained in the Declaration for the Provision of Postal Services, which have been submitted to EETT and provided such modifications do not constitute grounds for rejecting the Declaration for the Provision of Postal Services. Such modifications shall be communicated to EETT with the submission of the Modification Declaration of Annex II to this Regulation.
 - (b) Following the amendment of applicable law provisions.
3. Three (3) months before the expiry of the General Authorisation's validity and if the undertaking wishes to continue to provide postal services after its expiry, it should declare its intention to renew the General Authorisation and the new time period for the provision of postal services by completing the relevant sections of the Modification Declaration of Annex II to this Regulation.

Article 11

Removal from the Postal Undertakings Register

During the validity period of the General Authorisation, the undertaking may be removed from the Postal Undertaking's Register in the following cases:

- (a) By submission of the relevant application by the postal undertaking to EETT and following EETT's relevant decision
- (b) Following final revoking of its General Authorisation, in accordance with provisions of article 25 of Law 2668/1998 as in force.

Article 12 Obligations of postal undertakings

Undertakings providing postal services under General Authorisation should:

- a) Observe the confidentiality of correspondence
- b) Comply with the Regulations of the Universal Postal Union (UPU) concerning the transport of dangerous postal items.
- c) Provide equal treatment to all users.
- d) Not endanger national defense and security.
- e) Secure the protection of users' personal data and privacy.
- f) Comply with the Charter of Obligations towards Consumers (C.O.C.)
- g) Comply with provisions on environmental protection and planning.

Article 13 Submission of information to EETT

Postal undertakings operating under General Authorisation must return to EETT, within the stipulated deadlines, the completed questionnaires sent to them by EETT.

The questionnaires will refer to information about the undertaking's postal activity, such as volume of postal items handled, type of postal items handled, financial data relating to the provision of postal services, personnel data, existing infrastructure, information on the postal network and other similar information. This information is considered as confidential and shall be used by EETT in the context of its competencies, particularly for controlling undertakings operating under General Authorisation, the annual fees paid, the regulation, control and analysis of the postal services market and the adoption of appropriate measures for its proper operation and development.

Article 14 Administrative sanctions

1. Any infringement of the provisions of Law 2668/1998 as applicable or of any term of the General Authorisation shall entail one or more of the following penalties against the parties concerned:

- a) A recommendation or warning
- b) A fine ranging from fifteen thousand (15,000) to three hundred thousand (300,000) euros, which will be collected according to the provisions of the Public Revenues Collection Code. In the event of failure to comply with EETT's recommendation or warning, a fine of twenty thousand (20,000) and up to forty thousand

(40,000) euros may be imposed. In the event of an illegal provision of services in the sector of exclusive services, a fine of three hundred (300) and up to fifteen thousand (15,000) euros may be imposed for every day of non-compliance, without excluding the possibility of further penalties being imposed.

- c) Temporary revoking of the General Authorisation.
- d) Final revoking of the General Authorisation.

2. The penalties of the previous paragraph are imposed by EETT.

3. The gravity of the infringement, the scope of the offender's activity and any previous offences shall be taken into consideration when imposing the penalties of paragraph 1 of this article.

4. The sanctions of this article shall be imposed independent from any criminal sanctions or civil damages that may apply for the same behavior.

5. The personnel of postal undertakings have the status of employee of article 13 of the Criminal Code as applicable, with respect to the obligation of observing the confidentiality of postal communication and the operating conditions laid down by the National Committee for the Protection of Confidentiality and Communications and by EETT.

Article 15 General Authorisation Fees

1. When submitting the Declaration for the Provision of Postal Services for Registration in the Postal Undertakings Register, postal undertakings shall pay to EETT a fee of fifty (50) euros, which corresponds to the costs of checking the Declaration for the Provision of Postal Services.
2. For the year 2003 and the following years the annual fee is fixed as a percentage of the undertaking's annual gross revenues from the sale of postal services for provision of which the undertaking needs to be registered in the Postal Undertakings Register kept by EETT (General Authorisation), in accordance with the following scale:
 - (a) 0.4% (four tenths per cent) for revenues of up to thirty (30) million euros
 - (b) 0.2% (two tenths percent) for revenues ranging from thirty (30) to sixty (60) million euros,
 - (c) 0.1% (one tenth percent) for revenues ranging from sixty (60) to one hundred (100) million euros,
 - (d) 0.05% (five hundredth per cent) for revenues in excess of one hundred (100) million euros.

In all cases, the amount of the annual fee for the provision of postal services by postal undertakings operating under General Authorisation may not be lower than:

- For the year 2003, three hundred (300) euros for all undertakings operating under Local, Regional or National General Authorisation.
 - For the year 2004 and the following years, three hundred (300) euros for undertakings operating under Local General Authorisation and six hundred (600) euros for undertakings operating under Regional or National General Authorisation.
3. The fees for each calendar year shall be paid to EETT by June 30th of the following calendar year. For the purposes of determining the annual fees and their control by EETT, undertakings operating under General Authorisation must enter their revenues in their account books in a manner clearly reflecting the revenues from each of the postal services included in their Declaration. The mode and procedure for payment of fees and the data that need to be submitted are determined by EETT.

Article 16

Amendment of the Regulation on General Declarations

The provisions of this Regulation may be amended by decision of EETT, based on technical and economic data, social conditions and the requirements of users or a change in the legislation.

Article 17

Transitional provisions

1. General Authorisations issued under Law 2668/1998, Ministerial Decision 57810/1999 as amended by Ministerial Decision 5382/2000 and Ministerial Decision 18816/2003, are amended in accordance with provisions of Law 3185/2003 and this Regulation. For that purpose, undertakings holding a General Authorisation must, within a final deadline of six (6) months following publication of this Regulation in the Official Journal, submit to EETT the Declaration for the Provision of Postal Services of Annex I to this Regulation after completing sections A (Particulars of Undertaking) down to H (Postal Services Provided), together with the documents, records and tables mentioned in sections I (Attached Tables) and J (Attached Documents and Records) of the Declaration for the Provision of Postal Services.
2. Should the above six-month deadline expire without the undertakings concerned having submitted the above Declaration for the Provision of Postal Services, the undertaking shall be deemed as not wishing to further provide postal services and shall be removed from the Postal Undertakings Register.

Article 18

Annexes

Annexes I, II, III, IV and V to this Regulation form an integral part of the Regulation.

Article 19

This Regulation shall enter into force as from its publication in the Official Journal.

ANNEX 1

DECLARATION FOR THE PROVISION OF POSTAL SERVICES UNDER GENERAL AUTHORIZATION

A. PARTICULARS OF THE UNDERTAKING

NAME		EETT Reg. No:	
		(only for undertakings already registered)	
DISTINCTIVE TITLE			
STREET/NUMBER OF REGISTERED OFFICE		CITY	P.C.
			DISTRICT
T.R.N.	TELEPHONE		FAX
TAX PREMISE	e-mail		Web Site

B. LEGAL FORM (Mark X in relevant box)

Natural Personal (Personal Firms)	C.P.	Ltd. P.	Ltd. Co	S.A.	Other: (Complete type of undertaking)
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C. TYPE OF REQUESTED GENERAL AUTHORISATION

LOCAL GENERAL AUTHORISATION	REGIONAL GENERAL AUTHORISATION	NATIONAL GENERAL AUTHORISATION
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D. DURATION OF REQUESTED GENERAL AUTHORISATION

E. ASSURANCE OF BASIC REQUIREMENTS

Calendar years of General Authorisation' s validity including current year		Guarantee of basic requirements in accordance with the definition of article 1, par. 25 of Law 2666/98 YES NO
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F. LEGAL REPRESENTATIVE

SURNAME:	GIVEN NAME:	Identity Card Number:
Address (street, number, city, postcode):		Issuing Authority
Tel.:	FAX:	e-mail

G. INFORMATION REGARDING THE UNDERTAKING' S POSTAL NETWORK (definition of par. 2 (9) of art. 1 of this Regulation)

Number of Sorting Centers		Number of Express Delivery Facilities		No of undertakings without General Authorisation integrated in the Postal Network		
Full-time staff		Part-time staff		NETWORK VEHICLES		
				2-wheelers	Vehicles	Other: (specify)

H. POSTAL SERVICES PROVIDED (the undertaking should mark X in the relevant boxes)

1. Inland express delivery of postal items, except parcels	2. Overseas express delivery of postal items, except parcels
3. Inland express delivery of parcels (up to 20 kgs, with or without commercial value)	4. Overseas express delivery of parcels (up to 20 kgs with or without commercial value)
5. Conveyance of un-addressed advertising items	6. Preparation of postal items
7. Document exchange	8. Other (description)
9. Other (description)	10. Other (description)

I. ATTACHED DOCUMENTS AND RECORDS

TABLE A ANNEX III of this Regulation (Relevant boxes to be competed by EETT)	TABLE B ANNEX III of this Regulation
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IA. ATTACHED DOCUMENTS AND RECORDS

1. Charter of Obligations towards Users/(Consumers) (C.O.C.)	2. Express Delivery Voucher
3. Individual Agreement	4. Price List of postal services applicable on submission of the Declaration for the Provision of Service

(Relevant boxes to be competed by EETT)

IB. ATTACHED CERTIFICATES DECLARATIONS (does not apply to already registered undertakings)

a) NATURAL PERSONS (personal undertakings)
1. Copy of criminal record for general use proving that the applicant has not been finally convicted for felony
2. Formal Declaration under Law 1599/1986 that the natural person running the undertaking has professional capacity (article 8, par. 1, subpar. 6(b) of the Regulation.
b) LEGAL ENTITIES (Com. Partnership, Ltd. Partnership Ltd Company, S.A., etc.)
1. Legalizing documents of legal entity
2. Particulars of persons managing the legal entity
3. Copy of criminal record for general use proving that the legal entity's legal representative has not been finally convicted for felony.
4. Copy of criminal record for general use proving that the persons managing the legal entity have not been finally convicted for felony.
5. Formal Declaration under Law 1599/1988 that the persons managing the legal entity have professional capacity (article 8, par. II, subpar. 6 (b) of the Regulation)

(Relevant boxes to be completed by EETT)

It is hereby stated that the abovementioned postal undertaking shall provide the postal services included in this Declaration for the Provision of Service in accordance with Law 2668/1998, as amended by Law 3185/2003 and this Regulation on General Authorisations for the provision of postal services.

...../...../200.

Signature of legal representative and
undertaking's seal

ANNEX II

DECLARATION OF MODIFICATION **PARTICULARS OF EXISTING GENERAL AUTHORISATION** **FOR THE PROVISION OF POSTAL SERVICES**

A. PARTICULARS OF THE UNDERTAKING

NAME		EETT Reg. No:	
		(only for undertakings already registered)	
DISTINCTIVE TITLE			
STREET/NUMBER OF REGISTERED OFFICE		CITY	P.C.
			DISTRICT
T.R.N.	TELEPHONE		FAX
TAX PREMISE	e-mail		Web Site

B. TYPE OF EXISTING AUTHORISATION

LOCAL GENERAL AUTHORISATION	REGIONAL GENERAL AUTHORISATION	NATIONAL GENERAL AUTHORISATION
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C. LEGAL REPRESENTATIVE

SURNAME:	GIVEN NAME:	Identity Card Number:
Address (street, number, city, postcode):		Issuing Authority
Tel.:	FAX:	e-mail

D. PARTICULARS OF EXISTING AUTHORISATION THAT ARE MODIFIED (mark X in relevant box)

Category of General Authorisation	C.O.C.	Table B of Annex III
Renewal of General Authorisation Validity	E.D.V.	Other detail of Postal Network
Legal form of undertaking	Individual Agreement	Other:
Legal representative	Postal services provided	Other:
Address of undertaking	Table A of Annex III	Other:

E. DESCRIPTION OF MODIFICATIONS

(A detailed description of all modifications for which the Modification Declaration is submitted should be provided and ONLY the documents, records or supporting evidence essential for the modification should be submitted. If more space is needed add additional sheet).

It is hereby stated that the abovementioned postal undertaking shall provide the postal services included in this Declaration for the Provision of Service in accordance with Law 2668/1998, as amended by Law 3185/2003 and this Regulation on General Authorisations for the provision of postal services.

...../...../200.

Signature of legal representative and
undertaking's seal

ANNEX III

PARTICULARS OF THE UNDERTAKING

NAME			DISTINCTIVE TITLE		
EETT Reg. No:	STREET/NO OF REG. OFFICE	CITY DISTRICT	P.C.	TAX NO	
(To be completed when the undertaking is already registered in the Register)				TAX OFFICE	

TABLE A: EXPRESS DELIVERY FACILITIES OF THE UNDERTAKING AND ITS POSTAL NETWORK

No	NAME	ADDRESS (street, number, city)	DISTRICT	P.C.	TEL.	FAX	TAX NO	TAX OFFICE	MUNICIPALITIES COVERED
1.									
2.									
...									

(* Indicate whether the Express Delivery Facility belong to the undertaking operating under General Authorisation or to another undertaking that does not hold a General Authorisation and is integrated in its postal network)

(** To be completed if the Express Delivery Facility belongs to another undertaking without General Authorisation, integrated in the postal network of the postal undertaking operating under General Authorisation)

TABLE B: SORTING CENTERS OF THE UNDERTAKING AND ITS POSTAL NETWORK

No	NAME	ADDRESS (street, number, city)	DISTRICT	P.C.	TEL.	FAX	TAX NO	TAX OFFICE
1.								
2.								
...								

(* Indicate whether the Express Delivery Facility belong to the undertaking operating under General Authorisation or to another undertaking that does not hold a General Authorisation and is integrated in its postal network)

(** To be completed if the Express Delivery Facility belongs to another undertaking without General Authorisation, integrated in the postal network of the postal undertaking operating under General Authorisation)

.../.../200.

Signature of legal representative and
undertaking's seal

ANNEX IV.
SPECIAL POSTAL ITEMS TRACK AND TRACE SYSTEM (SPITTS)

1. The SPITTS computerized system should have the following minimum capabilities and corresponding operational characteristics for each of the General Authorisation categories, National, Regional, Local, as defined in article 3 of this Regulation and enable the Postal Items Track and Trace during express delivery and the information of users/consumers about the fate of their dispatch, via e-mail, phone, etc.
2. Postal items are recorded in the Authorisation holder's SPITTS, which is updated for any change in the information concerning the identity or handling of the postal item, on the trail from the sender to the addressee.
 - I. SPITTS of undertakings operating under National or Regional General Authorisation:
 - A. Provides the appropriate technical and operational infrastructure to enable the exchange of necessary information with the express delivery undertakings cooperating with it.
 - B. Has the capability for the electronic registration, management and retention, for a period of at least six (6) months, of the following compulsory minimum information for each postal item:
 - postal item's number or identification code,
 - date, place and time of postal item's reception,
 - information on the postal item's arrival/departure at the sorting center (s) and date and time recording,
 - type of postal item, with minimum distinction between documents and parcels,
 - product provided per postal service provided,
 - postal item's weight or weight scale,
 - date, place and time of postal item's delivery to addressee,
 - date(s) and time(s) of unsuccessful delivery attempts (if any).
 - C. Has the necessary hardware to:
 - meet the SPITTS managers information requirements,
 - enable the SPITTS managers to Track and Trace Postal Items,
 - support any installed applications intended for users/consumers who come in contact with the undertaking.
 - II. SPITTS of undertakings operating under Local General Authorisation.
 - A. Has the capability for electronic registration, management and retention for a period of at least six (6) months, of the following compulsory minimum information for each postal item:
 - postal item's number or identification code,
 - date, place and time of postal item's reception,
 - information on the postal item's arrival/departure at the sorting center (s) and date and time recording,
 - type of postal item, with minimum distinction between documents and parcels,

- product provided per postal service provided,
- postal item's weight or weight scale,
- date, place and time of postal item's delivery to addressee,
- date (s) and time (s) of unsuccessful delivery attempts (if any).

B. Has the necessary hardware to:

- support any installed applications intended for users/consumers who come in contact with the undertaking,
- in the event of cooperation with other authorised postal undertakings, to be able to exchange with their computer systems information concerning the tracking and tracing of postal items and provide information to users/consumers.

ANNEX V.

FRAMEWORK CHARTER OF OBLIGATIONS

TOWARDS USERS (CONSUMERS) (C.O.C)

1. The C.O.C. contains a description of the provided service's characteristics and the time limits within which it shall be provided, users' information regarding rates, based on the elements which determine them and which include the expected quality improvement of services, the dispute resolution committee on which users are represented and the right of the user (consumer) concerned to appear before it.

Moreover, the C.O.C. contains information related to the characteristics of the postal undertaking, its obligations and commitments towards the user (consumer) with respect to its responsibility, the management of postal items, services to users/consumers, the possibility for the user (consumer) to receive compensation.

2. The C.O.C. consists of six sections each containing the following information:

A. The postal undertaking's characteristics.

Information is provided on the undertaking's legal form and main activities.

B. Services provided and quality thereof.

Services provided by the undertaking are described in detail, including for each such information as:

- (a) the regions where they are available
- (b) the binding times for postal item delivery
- (c) the type and weight limits of postal items, which the undertaking can handle

- (d) the possibility of signing a separate agreement in case of bulk dispatches or special type of customer, etc.

C. Charges for services provided.

Information should be published on:

- (a) the postal undertaking's obligation to draw up a list of services provided and detailed charges for each, as well as the way in which the user (consumer) can have knowledge of it. This list forms an integral part of the C.O.C. to which it is annexed;
- (b) the possibility for the postal undertaking to modulate its charges depending on its needs.

D. Dispute Resolution Committee.

The procedure for resolving disputes arising between the postal undertaking and users is described.

More specifically, details are provided on:

- (a) the manner in which the Dispute Resolution Committee shall be set up and its mode of operation (in accordance with the relevant legislation),
- (b) the actions that the user/consumer may take in the event of a dispute with the undertaking,
- (c) the departments of the postal undertaking, which the user/consumer may contact for any query concerning the fate of his dispatch,
- (d) the final deadline from the date of the query within which the postal undertaking must reply to the user/consumer.

E. Non-accepted postal items – Restrictions

Postal items, which are not accepted by the undertaking, are listed as well as any restrictions enforced by the undertaking regarding for example:

- (e) weight limits
- (f) cases of very high declared value
- (g) cases of refusal to provide sufficient information on sender-addressee.

F. Conditions for handling undelivered postal items.

1. The time period during which the postal undertaking must keep the undelivered postal items and any charges that may result for their safekeeping are determined..
2. The obligations and actions that must be taken by the undertaking are laid down as regards:
 - (a) postal items, which could not be delivered to the addressee for any reason;
 - (b) postal items, which have been officially retained;

- (c) postal items, which could not be delivered to the addressee and the sender could not be informed.

G. Liability of postal undertakings – Compensation

1. The definition (as adopted by the undertaking) is provided for:
 - (a) loss of postal item,
 - (b) delayed delivery,
 - (c) partial or total destruction,
 - (d) force majeure.
2. The cases for which the undertaking has liability are listed and its obligations towards the user (consumer) (payment of compensation, refunding of charges paid, etc.) are determined for each of these cases.
3. The cases where the postal undertaking must pay compensation to the user (consumer) are determined and for each of these cases, as well as for each of the services provided the amount of compensation, the final payment deadline and mode of payment are made public.

H. Cases of non-liability of postal undertakings.

1. The limits of the postal undertaking's liability are determined (e.g. with the postal item's delivery, with the confirmed delivery based on delivery records, etc.).
 2. The cases where the postal undertaking has no liability are listed.
- #### I. Service to users and assistance to people with disabilities
1. The times when the postal undertaking is open to the public are indicated, as well as the way in which service will be provided in exceptional cases.
 2. The existence and operation of a consumer service department shall be publicized.
 3. The following are determined and described in detail:
 - (a) the complaints procedure and the undertaking's actions in the event of complaints,
 - (b) the final deadlines within which the undertaking must take specific steps to resolve the issue.

IA. Cases to which the C.O.C. does not apply.

The cases to which the C.O.C. does not apply are indicated in detail and with precision.

FRAMEWORK INDIVIDUAL AGREEMENT

1. Postal undertakings when accepting express delivery and handling of postal items conclude an individual agreement with the user (consumer), which specifies the

- terms and conditions under which the postal undertaking will be handling the postal item. The individual agreement may be included in the EDV.
2. The individual agreement should at least specify the following:
 - (a) items which are not accepted, as stipulated in the C.O.C., as well as items whose conveyance is forbidden under international conventions;
 - (b) the possibility for the sender to arrange for insurance coverage;
 - (c) the cases where the postal undertaking has liability (as defined in the undertaking's C.O.C.) and must pay compensation to the user (consumer);
 - (d) the final deadlines within which the user (consumer) may present any claims and the compensation amounts that the postal undertaking must pay for every case where it has liability;
 - (e) the cases where the postal undertaking does not have liability (in accordance with the undertaking's C.O.C.);
 - (f) the resolution procedure for disputes arising between the undertaking and the user (consumer);
 - (g) the courts' jurisdiction if the dispute could not be resolved through the dispute resolution procedure.

This decision shall be published in the Official Journal.

Marousi, 24 October 2003

The President

EMM. A. GIAKOUMAKIS