



Outgoing Call Barring

The function of the outgoing call barring service refers to the avoidance of certain calls being made through the operator providing the barring service. Please note that the outgoing call barring service provided by OTE also functions in case the user has activated Carrier Pre-selection. Moreover, the outgoing call barring service does not refer to call completion from the particular telephone connection, that may be carried out with other means such as, for example, through Carrier Selection or directory enquiry services that provide call completion if requested.

According to Law 3431/2006, OTE, is obliged to provide the Universal Service, and also, among others, free selective barring for outgoing calls to OTE subscribers, upon their request.

However, up to this day, OTE is providing selective outgoing call barring with a monthly charge of 3.69 euros including VAT. The service is enabled/ disabled with the use of a 4-digit code and refers to various call categories (international calls, local calls, long-distance calls, calls to

mobile phones, calls to premium rate numbers, etc.).

EETT has called OTE on 31-8-2006 to a Hearing for injunction in order to evaluate whether the company had complied with its obligation to provide selective outgoing call barring free of charge. In the framework of the procedure in question, EETT has issued a Temporary Provision, according to which OTE was obliged not to charge the outgoing call barring service. OTE has filed an appeal before the Administrative Court of Appeal, that decided to suspend the execution of the Temporary Provision by EETT, until the issue of a final decision on the appeal filed against EETT, taking into consideration the purported failure of OTE to provide such barring to more than 10% of its subscribers, its financial burden due to the execution of the Temporary Provision, that is definitely affecting OTE's financial situation and the fact that the monthly cost is not particularly high so that the use of call barring could be considered dissuasive.

Meanwhile, in the framework of its relevant obligations as the Provider

of the Universal Service, with which EETT has requested OTE to comply, the latter announced the provision of an outgoing call barring service free of charge, with the following specifications:

- > The activation and provision of the service shall be free of charge to the subscriber.
- > It shall cover the same call categories as these that are covered by the current barring service.
- > The service is provided after the submission of an application by the customer at an OTE's store, in which the customer shall define the call barring category that he is requesting. The implementation shall be carried out within four (4) working days maximum.
- > For disabling or changing a category a small lump sum charge shall apply.
- > The new call barring service shall also be functional in case a subscriber has activated the Carrier Pre-selection function at the same time, as is the case with the current call barring service.

