

# The Consumer in the Centre of EETT's Actions in 2009



The Consumer Service Sector (CSS) of EETT, which has been operating since 2002, provides information and services to consumers and also, processes their written complaints in co-operation with the Telecommunications, Spectrum and Postal Services Directorates.

In 2009, thanks to the efficient management of requests/complaints:

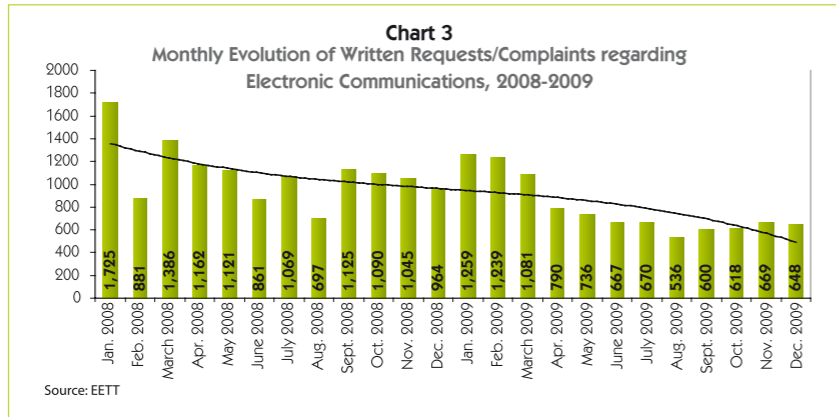
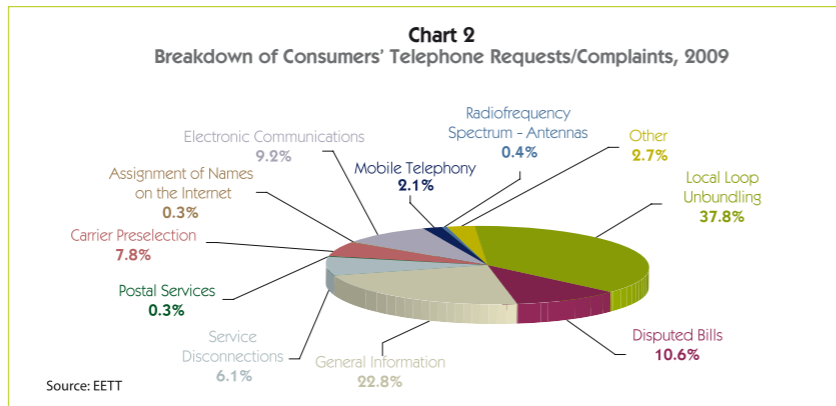
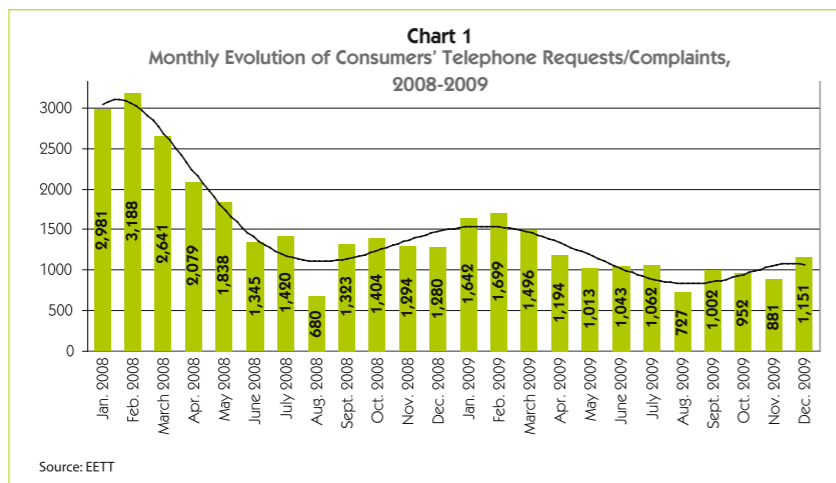
- The average number of incoming complaints per month fell by 27.3% compared to 2008.
- EETT's response time to written complaints was reduced by 30.7% compared to 2008.

Telephone requests/complaints made by consumers wrote down a drop of 35.4% compared to 2008. In more detail, they came to 13,862 against 21,473 in 2008 (see Chart 1). The thematic breakdown of all phone calls served by the CSS in 2009 is presented in Chart 2.

Written requests/complaints numbered 11,220. In more detail, in the case of Electronic Communications, the number of requests/complaints decreased by 27.3% (from 13,088 in 2008 to 9,513 in 2009, see Chart 3). Of these cases, 49.9% concerned issues related to Local Loop Unbundling (LLU) access (such as service disconnections, connections cancellation, activation delays) and 21.6% concerned fixed telephony issues (such as Carrier Preselection, disputed bills). Written requests/complaints breakdown is presented in Chart 4.

With respect to Postal Services, EETT has received 219 written requests/complaints, the evolution and breakdown of which are depicted in Charts 5 and 6, respectively. It should be noted that 64% of these cases related to negligence in the provision of Postal Services.

In 2009, there were 1,488 requests/complaints submitted to EETT regarding the construction of mobile telephony



antennas. Of those, 1,115 pertained to fields of region competence of the Spectrum Supervision and Control Department of EETT in Athens, while the remaining 373 to fields of region competence of the Regional Office in Thessalonica.

## EETT's Innovative Services at the Disposal of Consumers

In the course of 2009, with a view to providing faster and more comprehensive services and information to consumers, EETT placed at their disposal innovative services, such as:

- The operation of the electronic system "e-complaint" that enables consumers to submit their complaints online. This particular facility is made available through the special webpage of EETT at <http://www.services.eett.gr/kataggelia/tel.do>.
- The availability of an "online electronic communication" platform, through which consumers can submit their questions and/or suggestions over the Internet.
- The activation of the Geographical Information System (GIS), which enables consumers to obtain -through the special webpage of EETT at <http://mapsrv1.terra.gr/eettutilities/map.aspx>- information on the broadband infrastructures available in their region, their distance from the call centre, and their Internet access speed.
- The ability to inform providers within the same day on all the complaints/protests received daily by EETT.

Finally, the processing of these complaints by the CSS allows for useful conclusions to be drawn and significant issues to be identified regarding EETT's regulatory and supervisory interventions -such as needed amendments to Regulations, Hearings, issuance of, consumer guides, recommendations and Codes of Ethics- to the benefit of the consumers and the smooth operation of the market.

