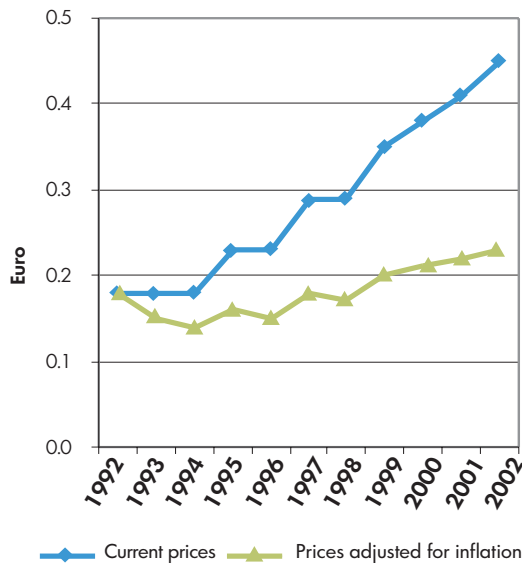


**Chart 40**

**Evolution over Time of Tariffs for First Priority Domestic Letters with a Maximum Weight of 20 grams**



## 5. Ensuring Smooth Operation of the Courier Services Market

The survey of the postal undertakings active in the courier services market and the data gathered for the last three years (1999-2002) have highlighted the problem of fragmentation in this area and the existence of a large number of small enterprises operating at levels that do not guarantee their viability. Moreover, the need has emerged for instituting procedures and measures for upgrading the quality of the services provided.

The issue of Ministerial Decisions further specifying in detail the articles of Law 2668/1998, and the creation in EETT of a Licensed Postal Undertakings Registry, established the framework for smooth operation of the courier market.

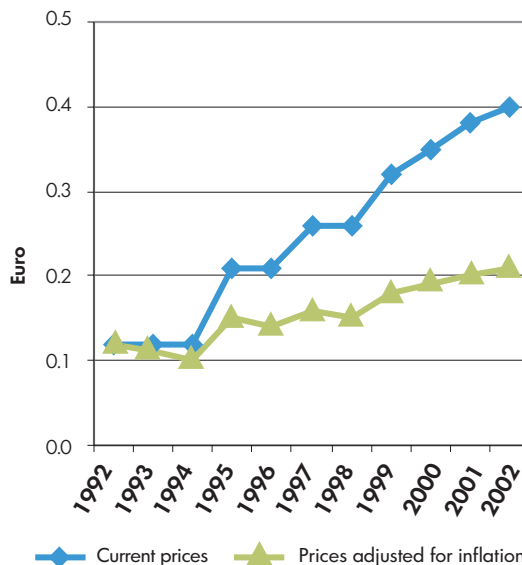
In this framework, EETT specified the conditions under which an undertaking may operate lawfully without having been issued with a licence, if its activities are carried under the orders and on behalf of some other licensed undertaking (i.e. forms part of that licensed undertaking's Network). In this case, responsibility and liability for all items related to the postal services offered by such undertaking - i.e. commercial policy, price lists, Charter of Obligations to the Consumer, price lists, Charter of Obligations to the Consumer, notes to and from the customer, invoices to the customer etc. - rest with the licence owner. The licensed undertaking is under obligation to notify EETT about its Network.

Furthermore, in 2002 EETT initiated the procedures concerning:

- Identification and audit of courier services undertakings that operate without having been registered with EETT's Postal Undertakings Registry.
- Improvement of the quality of the services provided, through the development of model forms for Individual Agreements (Vouchers) and the Charter of Obligations to the Consumer.

**Chart 41**

**Evolution over Time of Tariffs for Second Priority Domestic Letters with a Maximum Weight of 20 grams**



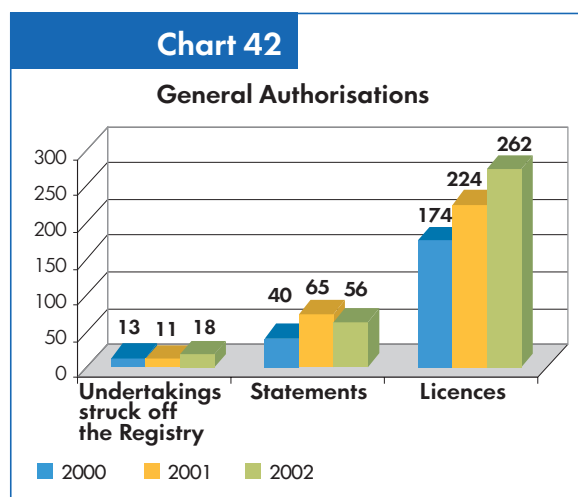
- ▶ Tracking and tracing of postal items through the development of a Special Track-and-Trace System, as provided for by the Law for courier services. This System will offer value-added services in connection to the US and will ensure efficient operation and interconnection of the networks of postal undertakings.

## 5.1. Licensing

In the postal market, the sector of courier services is fully liberalised. Provision of courier services as a professional activity presupposes ownership of a General Authorisation or inclusion of an undertaking into the Network of some other EETT-licensed undertaking.

General Authorisations are granted by EETT, in accordance with the terms and conditions described in Ministerial Decision 57810/1999, and all undertakings are subject to the same legislation.

In 2002, the number of postal undertakings licensed under General Authorisation status and enrolled in the EETT Registry amounted to 262. During the year, Individual Licences were granted to 56 undertakings (out of a total of 87 applicants), which fulfilled the criteria provided for by the legislation (see Appendix V).



## 5.2. Charter of Obligations to the Consumer

In 2002, taking steps to better organise the postal services sector and especially the fast-growing courier services sector, EETT focused on auditing the quality of the services provided by courier undertakings, placing at the same time particular emphasis on the extent to which these undertakings observe their obligations to the consumer.

In this framework, a relevant survey was conducted of the postal undertakings enrolled in the EETT Registry, with the aim to examine and identify key deficiencies in the Charters of Obligations to the Consumer and in Individual Agreements. It was established that the existing Charters of Obligations to the Consumer and Individual Agreements exhibit significant deficiencies and inconsistencies in key points as to the terms that they contain. Thus, consumers are not safeguarded in their transactions with postal undertakings and do not have the possibility to compare the services provided prior to selecting the undertaking on which to assign the dispatch of postal items.

Given that the act of publicising the Charter of Obligations to the Consumer commits undertakings to observe the obligations deriving therefrom, EETT is conducting a study, currently in progress, on the drafting of model documents for Individual Agreements and for the Charter of Obligations to the Consumer, which will specify a minimum level of obligations that all undertakings will assume towards the users.

With these actions, EETT aims at safeguarding the rights of users and providing them with adequate information. This, in combination with the increasing needs of users, will contribute to strengthening competition and will result in improving the quality of the services provided.