



Table 19

Collective Table of Fines		
Undertaking	Reason	Fine (euros)
ELTA	Inadequate provision of US postal services	15,000
ELTA	Provision of US low quality postal services	220,000
ELTA COURIER S.A.	Inadequate provision of postal services	15,000
FLASH RUNNER COURIER SERVICES LTD	Provision of postal services without General Authorisation or Individual Licence	30,000

Table 20

Collective Table of Recommendations	
Undertaking	Reason
EXECUTIVE MOTO	Provision of postal services without General Authorisation or Individual Licence
GENIKI POSTAL SERVICES S.A.	Adoption of measures from the undertaking to avoid violation of USP's exclusive rights
ELTA	Inadequate provision of postal services

6.2. Universal Service Quality Measurement

The MD 79293/2000⁶⁶ defines the quality specifications and terms, under which the US must be provided to citizens. The specifications concern the specific handling time and the reliability –also measured in terms of handling time- for the delivery of the First Priority Domestic and International Mail. The quality control regarding US provision is EETT's responsibility and refers precisely to the measurement of the handling time (speed and reliability) of the aforementioned mail.

6.2.1. Universal Service Quality Standards

The MD 79293/2000, defines, inter alia, the percentages of delivery within one and three days (D+1 and D+3⁶⁷) of posting for the First Priority Domestic Mail and within three and five days (D+3

and D+5) of posting for the First Priority International Mail.

The quality specifications (Domestic Mail delivery percentages) for 2003, based on which the US must be provided in the Greek state, had been defined for 2003 to 82% within one day and to 93% within three days of posting, for the First Priority Domestic Mail. Respectively, for the International Mail, the MD had defined quality specifications (delivery percentages) which varied from 72% to 97% depending on the EU country and the delivery time (D+3, D+5). It is noted that the Directive 1997/67/EC provides for the International Mail an 85% delivery within three days (D+3) and a 97% within five days, for both the Incoming and the Outgoing mail.

EETT is responsible for the announcement of the US' quality specifications, for the safeguarding of the US

⁶⁶ GG Issue 1588/B/29-12-2000.

⁶⁷ Where D=1 posting day.

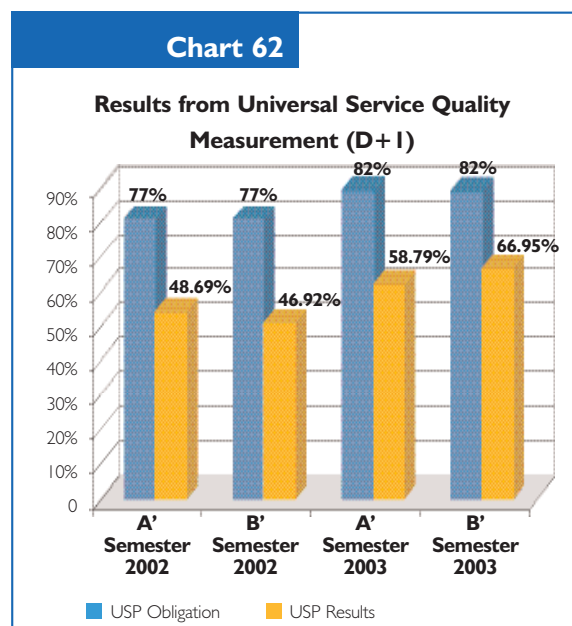


objective quality control and the publication of its results.

6.2.2. Universal Service Quality Measurement Results

EETT assigned to an independent body the performance of measurements for the Domestic Mail quality control, according to a system designed by EETT and which guarantees a 95% reliability, as provided by the MD 79293/2000.

The results of the measurements per semester for 2003 and 2002, in comparison to the USP's obligations, are depicted in Table 21 (see also Charts 62 and 63).

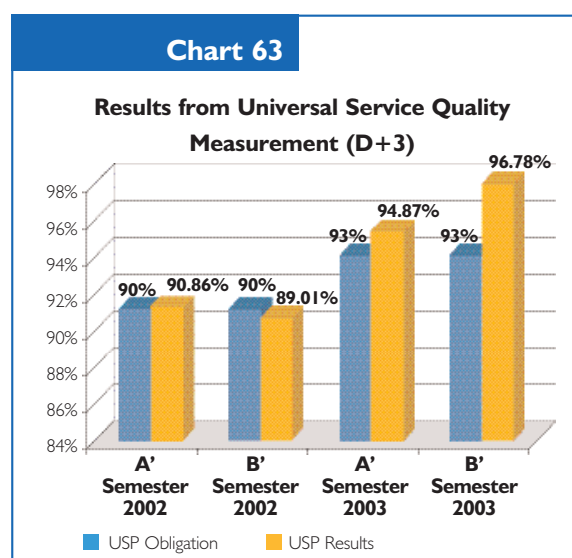


Source: EETT

	A		B				C			
	Obligation of USP based on MD 79293/2000		USP Results				Average Delivery Duration (Working Days)			
	2002	2003	A' Semester 2002	B' Semester 2002	A' Semester 2003	B' Semester 2003	A' Semester 2002	B' Semester 2002	A' Semester 2003	B' Semester 2003
D+1	77%	82%	48.69%	46.92%	58.79%	66.95%	1.91	1.98	1.61	1.44
D+3	90%	93%	90.86%	89.01%	94.87%	96.78%				

The above mentioned percentages and the average delivery duration concern the whole country and apply to First Priority Mail deposited in the USP's access points (letter boxes etc), until the 12th meridian hour of a working day.

Concerning delivery within one day (in the following working day), from the measurements' results we can deduce that even though the US quality is still inferior to the specifications set by the Greek and European legislation, an important improvement is observed in comparison to the former year 2002. Furthermore, from Table 21, we can deduce that the USP, in what



Source: EETT



concerns the delivery percentages within three days, has corresponded to the specifications.

For International Mail, according to the aforementioned MD, the data issued by the International Post Corporation (IPC) is used. According to the available results on the quality measurements of IPC on the First Priority International Mail, for the whole 2003, the USP corresponded satisfactory to the quality specifications for Outgoing Mail but lagged behind, in a smaller degree though, in the fulfillment of quality specifications for Incoming Mail.

6.3. Introduction of Quality Rules for Courier Services

In 2003, EETT proceeded to the definition of the minimum characteristics that must be possessed by PISTTS, the COC of every undertaking, the ACN and the Individual Agreement (see detailed report in Section 2.3.).

In what concerns the PISTTS, it is a system that ensures the tracking of items during all handling stages, the interconnection of undertakings included in the licensed undertaking's Network, as well as the exchange of information between the collaborating licensed undertakings and their respective Networks.

EETT proceeded to the definition of the PISTTS' minimum characteristics, following evaluation of the results of a relevant study conducted during 2002, which aimed at the collection of data concerning the existing postal undertakings systems for the tracking and tracing of postal items.

The PISTTS's basic characteristics are the following:

- ▶ It covers all the Courier Services provided.
- ▶ It ensures the reliability of information which the undertaking manages and provides to consumers.
- ▶ Allows the registration and the electronic management of the necessary information on handled items. The information is maintained for a period of at least six months.
- ▶ It provides the possibility of exchange of the necessary information between collaborating undertakings, for the tracking and tracing of postal items.

EETT included all the aforementioned elements in the issued Regulation on General Authorisations, aiming to improve the quality of provided services and to safeguard consumers' rights.