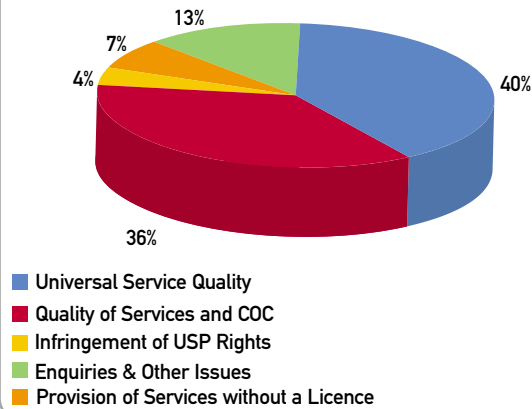


Chart 62

Subjects of Consumers' Complaints/ Enquiries, 2004



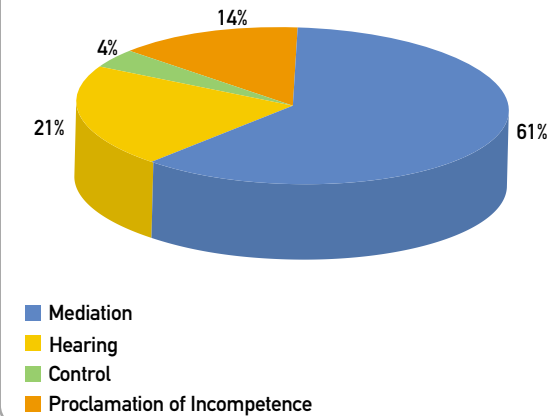
In handling the above complaints from consumers, EETT took the following actions in 2004:

- Invited the defendant, to a Hearing.
- Performed a control of the defendant undertaking.
- Mediated in writing to the defendant or other competent authority for resolution or settlement of the problem.
- Referred the issue to other competent authorities.

It is noted that through the Section "Postal Services" on its website, EETT provides information to consumers about licensed postal undertakings registered with EETT Registry. In this way, consumers are aware that the undertaking meets the necessary requirements for the provision of quality services.

Chart 63

Actions for the Handling of Consumers' Complaints/ Enquiries, 2004



## 2.5. Monitoring of Universal Service Quality

EETT controls the quality of services provided by the USP by measuring the speed of dispatching 1<sup>st</sup> Priority Domestic Mail by the USP. Moreover, as regards the quality of international mail delivery, EETT uses the data issued by the International Post Corporation (IPC), based on measurements made in international mail.

Based on the data deriving from the aforementioned measurements, EETT intervenes to the extent required in order to ensure continuous improvement of the US to the benefit of consumers.

