

Responsibilities

Through the actions listed below, EETT intervenes for the benefit of consumers of postal services by:

- Specifying the principles and obligations with which postal operators must comply.
- Setting out the specific obligations of postal operators towards consumers, as well as the terms and conditions for the provision of services by issuing [Codes of Conduct](#).
- Supervising regulatory compliance. It carries out audits, either on its own initiative or upon a complaint, and imposes penalties where infringements are established.
- Intervening where it finds lack of effective competition with a view to safeguarding the rights of consumers.
- Monitoring the quality of a minimum set of services that falls within the scope of the [Universal Service](#) (US).
- Handling consumer requests/complaints within the limits of its competence.
- Informing consumers and issuing recommendations about their rights and obligations, as well as the developments in the postal services market.

EETT is not responsible for issues regarding:

- Cash on delivery
The competent authorities are the [General Directorate of Consumer Protection](#) of the [Ministry of Development and Investments](#) and the [Hellenic Consumers' Ombudsman](#).
- Customs clearance
The responsibility lies with the [Independent Authority for Public Revenue](#) (IAPR).
- Investigating all kinds of disputes between companies and consumers about unfair contract terms
The competent authorities are the [General Directorate of](#)

[Consumer Protection](#) of the [Ministry of Development and Investments](#) and the civil courts.

- Unfair competition and unfair commercial practices (e.g. misleading advertising)

The competent authorities are the [General Directorate of Consumer Protection](#) of the [Ministry of Development and Investments](#) and the civil courts.

- Protection of the confidentiality of postal services

The competent authority is the [Hellenic Authority for Communication Security and Privacy](#) (ADAE).