

# Complaint handling

If you are experiencing any problems with a premium rate service, follow the steps below to resolve the issue.

First of all, you are advised to refer to our [frequently asked questions regarding premium rate services](#) and also learn more about the [EETT's responsibilities](#).

## **Step 1: Contact the company**

You are first advised to contact the company to inform them about the problem. If the issue is not resolved, you have to submit a written complaint to the company. The company assigns a “unique reference number” (identification number) to your complaint and is required to reply in writing.

## **Step 2: If the issue is not resolved, file a written complaint with EETT**

If the issue is not resolved, you may submit a complaint to EETT, by filling out the [online complaint form](#). The form should include all information necessary to establish written communication with the company, as well as the assigned unique reference number.

Through the Telecommunications Consumer Protection Department, EETT will forward your complaint to the company and will set a deadline for the company to reply.

If you are not satisfied with the reply you received from the company, you may submit another complaint to EETT. In this case, EETT will forward the complaint to the company anew and will set a new deadline for their reply.

### **Important note:**

- The mission of EETT is to carry out targeted actions to protect consumers. In this context, it examines

complaints in order to take, where necessary, supervisory and regulatory measures and imposes administrative penalties on companies, as provided for by applicable legislation. However, EETT is not responsible for resolving individual disputes between consumers and electronic communications providers. In particular, it may not issue an opinion on oral/written legal issues, redress any personal injuries of consumers or award compensation for material or non-material damages. In addition, it is not an out-of-court body for resolving disputes between consumers and companies. In the event of disputes between companies and consumers relating to the performance of contracts (in accordance with Law 4727/2020), the competent authority for out-of-court resolution is the [Hellenic Consumers' Ombudsman](#) that cooperates with EETT, where necessary.

[More information](#)

- EETT does not examine request/complaints which are either anonymous/unsigned or vague/manifestly unfounded.
- In handling your complaint, EETT is committed to protecting and respecting your privacy in addition to complying with the General Data Protection Regulation (Regulation (EU) 2016/679).

[More information](#)