

Responsibilities

EETT intervenes telephony and Internet matters for the benefit of consumers by:

- Ensuring the provision of a minimum set of services to all citizens, which constitutes the Universal Service.
- Laying down the principles and obligations with which companies must comply.
- Setting out specific obligations of companies towards consumers, as well as the terms and conditions for the provision of services by issuing Codes of Conduct.
- Supervising compliance with the regulatory framework. In addition, EETT carries out audits, either on its own initiative or upon a complaint, and may impose penalties where evidence of infringement is found.
- Intervening where competition does not appear to be functioning properly with a view to preventing any negative consequences for consumers and protecting their rights.
- Informing consumers and issuing recommendations about their rights and obligations, as well as the developments in telephony and the Internet.

EETT is not responsible for:

- Issues between consumers and companies pertaining to:
 - The resolution of financial disputes (e.g. disputed billing charges, reimbursement, compensation).
Competent authorities: The civil courts and the [Hellenic Consumers' Ombudsman](#).
 - Investigating all kinds of disputes about unfair contract terms, which are not associated with the legislation on electronic communications.
Competent authorities: The civil courts,

the [General Directorate of Consumer Protection](#) of the [Ministry of Development and Investments](#).

- Out-of-court settlement of any dispute.

Competent authority: [Hellenic Consumers' Ombudsman](#).

- Issues relating to unfair competition and unfair commercial practices (e.g. misleading advertising).

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

- Issues about protecting the confidentiality of electronic communications and network security.

Competent authority: [Hellenic Authority for Communication Security and Privacy \(ADAE\)](#).

- The processing and use of consumers' personal data by companies. Competent authority: [Hellenic Data Protection Authority \(HDPA\)](#).

- The forging of signatures in contracts.

Competent authorities: Criminal/civil courts.

- Unsolicited electronic mail (spam).

Competent authorities: [Hellenic Data Protection Authority \(HDPA\)](#).

- The content of websites.

Competent authorities: The competent authorities are determined on a case-by-case basis, depending on the content of the website. In the event of alleged fraud via the website, the responsibility lies with the [Cyber Crime Division of the Hellenic Police](#).