



Consumer guide: Postal services



EETT

HELLENIC TELECOMMUNICATIONS & POST COMMISSION



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Introduction

The “Consumer guide: Postal Services” informs consumers about the available options and the process of choosing services, as well as their rights. Nowadays, consumers have the ability to choose, according to their personal needs, between a variety of services and companies. At the same time, providing consumers constantly with the necessary information is essential, in order to be aware of their rights and able to make effective choices.

Hellenic Telecommunications & Post Commission (EETT), through its actions, ensures the rights and access of consumers to increasingly competitive choices, as well as transparency in the relations between consumers and companies. At the same time, it shapes the regulatory framework under which companies provide postal services, supervises the market and monitors developments, in order to intervene, where necessary.

About EETT

EETT regulates, supervises and monitors:

- The electronic communications market, in which fixed and mobile telephone, wireless communications and Internet companies operate.
- The postal market, in which postal and courier services companies operate.

EETT is entrusted with the competences to act as the Competition Authority in the above markets.

EETT’s mission, through its interventions (e.g. issuing regulations, carrying out audits, imposing sanctions) and informative campaigns, is to protect citizens’/consumers’ rights and to ensure that competition in the postal services market works to their benefit.

Issues for which EETT intervenes to the benefit of consumers in the postal services sector

- Establishes the principles and obligations that companies must comply with.
- Supervises compliance with the regulatory framework, intervenes on its own initiative or after complaints and imposes sanctions on companies, in case they do not fulfill their obligations.
- Intervenes in cases where competition does not function effectively, resulting to negative consequences for consumers, in order to ensure the provision of competitive services.
- Defines, by issuing Codes of Conduct, the obligations of companies towards consumers and also the terms and conditions for the provision of services.

- Monitors the quality of services provided by the Universal Service Provider.
- Contributes to the resolution of disputes and the examination of users' complaints, according to the regulations EETT issues.
- Informs and makes recommendations to consumers about their rights and obligations, as well as the developments in the postal market.

EETT is not responsible for issues regarding:

Cash on delivery issues

- Responsible authority: General Secretariat of Trade and Consumer Protection of the Ministry of the Economy and Development and Hellenic Consumers' Ombudsman.

Customs clearance issues

- Responsible authority: Independent Authority for Public Revenue. Information on customs clearance fees for postal items coming from countries outside the European Union (EU), are provided on [EETT website](#).

Examination of all kind of disputes between companies and consumers, concerning unfair contract terms

- Responsible authority: General Secretariat of Trade and Consumer Protection of the Ministry of the Economy and Development and the civil courts.

Issues regarding unfair competition and unfair commercial practices (e.g. misleading advertisements)

- Responsible authority: General Secretariat of Trade and Consumer Protection of the Ministry of the Economy and Development and the civil courts.

Issues relating to the protection of postal services confidentiality

- Responsible authority: Hellenic Authority for Communication Security and Privacy.



Universal Service

1. Which services are included in the Universal Service and which company is responsible for providing it?

Universal Service includes the postal services mentioned below, which must be provided on a regular basis to all citizens, regardless of their geographical location, and also at an affordable price and a defined quality. It is worth mentioning that, in the context of Universal Service, the same cost applies for sending an item anywhere within the country. For other countries there are billing zones.

The company that provides the Universal Service is the Hellenic Post-ELTA (until 2028). It is noted that, other companies, granted with Individual Licence from EETT, are also active in the Universal Service sector and provide similar to ELTA services, mainly to businesses.

The services included in the Universal Service are the following:

A. Letters (ordinary mail)

This category mainly includes letters, cards, bills and small parcels (the latter concerns postal items exceeding the limits of an envelope) that weigh up to 2 kilos. This category is described as “ordinary mail”, because the dispatch of items is not monitored by a track & trace system.

More specifically:

- Domestic mail is delivered (provided that the item has been posted until 12 noon and not from “excluded areas”¹):
 - either the next working day from posting date (A’ priority mail).
 - or up to 3 working days from posting date, at a lower charge (B’ priority mail).
- A’ priority international mail is normally delivered in:
 - 3 working days within the European Union.
 - 3-5 working days for other countries.

In the case of B’ priority, time varies according to the delivery time-limits of the country of destination.

B. Special delivery mail

You have at your disposal special services for the delivery of letters/cards/small parcels (A’ and B’ priority) with an additional charge.

A unique tracking number is assigned to special delivery mail and thus, it is possible to search for

1. Information about “excluded areas” and service days per prefecture is available at ELTA post offices, service points and website.

information regarding delivery to the recipient, through the website, by written search request, or by the customer service line of ELTA. In this way, both the value of content and delivery to the recipient are ensured. Please note that the applied delivery time-limit corresponds to ordinary mail.

Special delivery services for international and domestic mail are the following:

Registered Mail: For these items (A' and B' priority for domestic mail and A' priority for international mail), the sender receives a postage receipt, while the recipient (or other authorized person) must sign for delivery.

Declared value/Insured items: A' priority items of considerable value may be insured up to a certain amount with an additional charge and in case of loss/damage/theft, the recipient is compensated (please see section "[Consumer Rights](#)").

Additionally, more services are available, such as recorded delivery mail (the service concerns A' and B' priority and recipient's signature is required), proof of delivery (the service can be used for A' priority mail), cash on delivery (it concerns A' and B' priority mail and is accompanied by postal money orders). Moreover, upon request, the option of redirecting mail temporarily (up to one semester) to a new address is provided.

C. Parcels

This category includes parcels weighing up to 20 kilos. Delivery is monitored by a special system at all phases. You can find relevant information about all types of parcels (e.g. standard, bulky, fragile, insured, at home delivery), using the unique tracking number, through ELTA website and customer service line, and also by sending a written application form.

You have the ability to send parcels (please see also [question 5](#)):

- Within Greece, in 3 working days.
- Abroad, with delivery time and fees varying according to destination and priority (A' and B').

For more information about the Universal Service, you may access the website of EETT (www.eett.gr) and of the companies operating in the specific sector. Furthermore, on EETT website you can find information about the quality measurement results of A' priority mail which is provided by ELTA.

2. How can I post an item?

You can send ordinary mail (letters, cards, small parcels etc.) through service points, such as ELTA post offices, postal agencies and mail boxes. Regarding special delivery mail (letters and parcels), dispatch is normally carried out through ELTA shops or rural areas distributors. ELTA must provide at least one service point, per 1000 residents in urban areas and per settlement in rural areas.



For more information about the available service points and opening hours please visit ELTA post offices and website. It is noted that, in the context of Universal Service, the best service to all user in every area must be ensured.

3. How often should mail be distributed?

ELTA has the obligation to distribute mail to recipients' address every working day. It must be highlighted, that as long as mail has been delivered to the post office, by 12 noon, or placed in the mailbox, according to the indicated timetable, delivery time is the same as mentioned at [question 1](#) (section "A. Letters"). However, there are areas excluded from the above frequency of distribution. Relevant information is available at ELTA post offices, with the exact days of service at each Municipality. For more information about the "excluded areas" please visit ELTA website.

4. Which is the procedure for distributing ordinary mail?

Ordinary mail is delivered through your mailbox, where your name must be clearly written.



Consumers are responsible for the installation and maintenance of their mailboxes.

Concerning small parcels, if it is not possible to place them (due to their size) in the mailbox or to deliver them to the recipient (or co-resident), the distributor places a notice for delivery from the post office.

In case distributor's unhindered and safe access is not possible or there is no mailbox, mail is either placed at a safe place of the entrance, or is returned to the sender. In areas where road numbering is incomplete or without unique street names, Municipalities, in agreement with ELTA and after EETT's approval, can install mailboxes to meet the residents' requirements. The above service points must not be more than 1,000 meters away from the residences within the area.



It should be noted that the address on the letter/parcel should be clearly written, correct and complete (i.e. including the recipient's full name, property number, street name and postcode).

5. How are special delivery mail and parcels distributed?

Special delivery mail is delivered to the recipient's address (in person or to his/her legal representative, with proof of identity). In instances where mail cannot be delivered, the distributor places a notice for delivery by ELTA post offices.

Domestic parcels are distributed at ELTA post offices and a relevant delivery notice is sent to the recipient.

“At home” parcels (with additional charge) and also international parcels are excluded from this procedure, as they are delivered to the recipient’s residence (the recipient has the ability, upon request, to redirect delivery to a new address). In case of customs clearance fees for international parcels, the company is obliged to inform in due time about the fees.

It should be noted that, the delivery notice should include information regarding the method of delivery and also the period of time -which may not be less than 20 days- during which the letter/parcel remains at the post office. Delivery is carried out from the nearest to the recipient’s address service point, requiring proof of identity and the recipient’s, or his/her legal representative’s signature.

If the area you live is more than 5,000 meters away, or at a driving distance exceeding 10,000 meters from the nearest post office/mailbox, the distributor delivers the special delivery mail at home. If the attempted delivery is unsuccessful, the distributor leaves a notice with information about the next attempt of delivery (day and time) and a relevant contact number. Alternatively, it is possible to be notified by other means, as e-mail or Short Message Service (SMS). In case the second attempt of delivery also fails, the distributor places a new notice for delivery from the nearest post office/mailbox. It should be mentioned that, if a specific date, time and point have been agreed in advance, the distributor is not obliged to make a second attempt of delivery.

Courier services

6. Which are the courier services? How do they differ from the Universal Service?

Courier services concern express delivery of mail (letters, parcels). These services differ from Universal Service, regarding mainly the guarantee of delivery time, the ability to track delivery and also the provision of other additional services. Mail delivery is monitored at all phases of the procedure by a special track and trace system (Special Postal Items Track & Trace System-SPITTS).

These services have the following features:

Express Delivery Voucher (EDV)

You receive a delivery receipt (please see [question 10](#)).

Information regarding delivery phases

Courier services companies have the obligation to provide you -through their website, e-mail or customer service line and according to the unique tracking number- with the necessary information regarding the delivery of your mail (day and time, recipient’s name and surname) or the reasons for non-delivery.



Choice of delivery address and time

- The company receives/delivers mail at the address and time that you have indicated (according to the time-limit specified in the Charter of Obligations towards Consumers-COC, please see [question 13](#)). Furthermore, in case of delayed delivery you are entitled to compensation (please see [question 14](#)).
- You can change destination or recipient while delivery is in progress.
- Terms of delivery are specified with an contract which is signed before dispatch (please see [question 13](#)).

For more information about courier services please visit EETT or operating companies' website (www.eett.gr).

7. How do I send a courier services item?

The company collects the item you want to send:

- from your place and then delivers it to the recipient's place.
- through the service point and delivers it to the recipient's place.
- from any service point and delivers to another service point.

It is pointed out that, you have at your disposal additional options regarding delivery time, e.g. on the same day, early in the morning, within two hours deadline, on public holiday/non-working days, with an additional charge.

Please note that the company, when receiving the item at a service point or at your place, has the right to check its content and request up to two official documents for identification purposes, e.g. identity card.

Courier items are, normally, sent within Greece the next day of the dispatch, while for worldwide delivery, time differs depending on the country of destination.

8. What additional services are offered by courier services companies?

You can choose among specialised services, such as the following which are provided in combination with the basic courier services. Please note that these specific services are not regulated by EETT, but their provision depends on the commercial policy of each company.

Cash on delivery service: Delivery of merchandise and collection of their value, either on the spot or via electronic deposit in the beneficiary's bank account.

Item return: Ability to return a letter/parcel that has already been delivered.

Purchase service: The company purchases a product on your behalf and delivers it to your place.

Receipt/delivery of documents reference number: The company may deposit or receive official documents on your behalf, e.g. from public services, getting also a reference number.

9. How will I know that a courier company is authorised by EETT?

EETT
Registry No: XX-XXX
Postal Services
General
Authorisation/
Individual Licence

Courier companies must be registered in EETT Register and indicate their registration number, in a distinct frame, on their documents and especially, on the voucher. This number proves that a company is legal and is authorised to provide postal services. Moreover, on EETT website (www.eett.gr) you can find information about the [authorised companies](#) or search for a [specific company](#) according to its registration number.

10. What is the Express Delivery Voucher?

The Express Delivery Voucher (EDV), or simply voucher, is the document/sticker where all the necessary information is indicated and is used to track and trace mail. The voucher includes the specific requirements of the sender, regarding the process of delivery (e.g. on the same day, on a non-working day or at a specific period of time). It is pointed out that EDV is not a tax element and does not constitute an invoice.

In case an electronic device (Personal Digital Assistant-PDA) is used to confirm item receipt, the recipient should be able to sign in a designated field and also receive the item with reservation.

11. How are letters and parcels distributed?

Courier services companies deliver letters and parcels to the recipient's address. If, after a second (or third) attempt, the delivery to the recipient, or co-resident, is not possible, the distributor places a relevant notice which includes delivery information. Items can be delivered through the company's post offices or postal network partners.

If, however, mail is not delivered (or the recipient refuses to accept it), the company informs the sender and, either returns the item as undeliverable, at a charge not exceeding the cost of the initial service, or stores it for a 6 months period. After this period, the item is destroyed (special treatment items -e.g. spoiled items- are immediately disposed). It should be mentioned, that the postal item is considered as undeliverable in cases where the company has made every possible effort but with no result. In this case consumer may be charged for the storage of the item, as long as the company has informed him/her in advance.

12. Which services are provided by courier services companies for e-commerce deliveries?

As mentioned above, you can receive your parcels from the companies' service points or your place.



Also the companies, in order to meet the increasing needs of e-commerce, provide the additional option of receiving the items from their partners' selected points, such as petrol stations, super markets and automated lockers. These service points, have extended operating hours (holidays or weekends also included), whereas, in some cases, the option of delivering at a 24 hours basis is provided.

The company will send you electronically (via SMS/e-mail) all the necessary information regarding the process of delivery from the selected service point.

Consumer rights

13. How are consumer rights safeguarded?

Charter of Obligations towards Consumers

The Charter of Obligations towards Consumers (COC) defines the obligation of ELTA and courier services companies towards consumers. The COC is based on the Code of Conduct issued by EETT and establishes the general principals and procedures to be followed by companies, in order to provide postal services to consumers. Each company has its own COC, which among others, mentions:

- Company's data.
- Characteristics of provided services and pricelist.
- Information about the contract (please see below).
- Problem solving procedure/compensation.
- Company's obligations.

The COC must be available to consumers through companies' website or service points.

Contract

The contract summarises the dispatch conditions, according to consumer's chosen service. The contract is included, normally, at the back side of EDV, which has to be signed by the consumer in order to initiate the dispatch. The terms are also mentioned on the COC.

14. In which cases can I claim compensation?

If the item delivered, is damaged or destroyed, you may receive it with reservation, or declare reservation within 1 day of receipt and then, request compensation, in accordance with the terms and conditions in the contract you signed during the dispatch.

Please note that you are eligible to claim compensation within 6 months from the date the item was dispatched. The compensation is paid to the sender (or to the recipient, if the sender has waived his/her rights).



When you receive the envelope/parcel, it is recommended that you carefully check the packaging before signing.

You are eligible to claim compensation for improper postal services in case of total or partial loss/theft/destruction of the content of the letter or parcel, provided that it has a unique tracking number. The same applies also, in cases of insured or declared value letters.



Please note that compensation is not provided in the case of A' and B' priority letters (Universal Service), due to the fact that no tracking number is assigned to them and thus the delivery process is not monitored.

The amount of compensation is set out for domestic and international postal services, as follows:

Universal Service

Loss/Total destruction

- For registered items: 36 euros for domestic mail and 37 euros approximately (based on 2018 foreign exchange rate - 30 DTS) for international mail.
- For parcels: up to 235 euros.
- Declared value letters/parcels: Compensation equal to the value declared during the dispatch.

Partial destruction/damage

- Declared value letters/parcels: Compensation equal to the actual cost of the destruction/damage.

Especially in the case of loss or total/partial destruction of international parcels with guaranteed delivery date, you are entitled to a compensation, up to the amount of 560 euros approximately (based on 2018 foreign exchange rate - 450 DTS).

Courier services

Loss/Total destruction:

- For letters: From 50 euros up to 70 euros.
- For parcels: From 100 euros up to 400 euros.
- Letters/parcels of declared value: Compensation equal to the value declared during the dispatch.



Partial destruction/damage

- For letters: up to 70 euros.
- For parcels: up to 400 euros.
- Declared value letters/parcels: Compensation equal to the actual cost of destruction/damage.



You have the ability to secure the items you post, in order, to be compensated according to the declared value, in case of loss or damage.

It is noted that in the case of delayed delivery of a courier service item (in relation to the time-limit specified in the individual contract) a compensation of 6 euros per day of delay is provided. If the delay exceeds five times the agreed delivery time, the company must refund the postal fee you paid for the specific dispatch. Please note that the total amount of compensation cannot exceed 100 euros.

In all the above cases, you are eligible to claim a refund of the postal charge.



In case that a courier services item is undeliverable for unknown reasons, you are entitled to a refund of the postal charge.

You need to bear in mind that, to be eligible for compensation, you should send a relevant claim form to the company, attaching any relevant documentation, such as a voucher copy with the reference number, purchase invoices (in the case of e-commerce). It is recommended that you contact the company beforehand and get information on the procedure.



Be aware that you are not entitled to compensation, if the packaging of the item was proven to be inappropriate, or the item was not accurately described or recipient's information was incomplete/incorrect.

Further information on the amount of compensation is available on the companies' websites and their service points.

15. Is there a special provision for people with special needs or the elderly?

Within the framework of the Universal Service, ELTA, as the service provider, has the obligation to make every possible effort to facilitate people with special needs and the elderly. Indicatively, it is stated that these consumers must be given priority in the service points (where there is a relevant signage). Furthermore, people with special needs and the elderly who on the one hand, live in areas excluded from at home delivery service and on the other hand, are not able to get to the designated distribution point, should be provided with the option to receive all mail at their place (as long as they submit the relevant documentation to the ELTA service point from which they are served).

As far as courier services sector is concerned, companies must give priority to the above mentioned group of consumers and ensure easy access to their service points (e.g. special ramps).

How to choose postal service

16. How do I choose the right service for my needs?

Selection criteria: Decide which services are suitable for you.

Select the service that meets your needs.

For example, are you interested in ordinary mail service or in mail with proof of delivery signed by the recipient? Do you want to be informed about the progress of delivery? Are you interested in delivery at a pre-agreed time having the options of compensation in case of delay, change of address/recipient during the progress of delivery, insurance of the item or personalized services? Is it possible to enclose in an envelope the item you are interested in sending, in order to be delivered as ordinary mail or should it be sent as a parcel?

Market research: Gather information and compare the available services and prices.

Information about the services provided by ELTA, companies with Individual Licence and courier services companies, is available on [EETT website \(www.eett.gr\)](http://www.eett.gr), as well as at the companies' service points, customer service line and website.



The special application on EETT website: www.pricoscope.gr

You can also find information about courier services and the companies serving the area of your interest through EETT special electronic application, "Price Observatory of Telecommunications and Postal Services", www.pricoscope.gr. Through this user-friendly and reliable application you search for the available courier services and compare their prices. The application is also available for iOS and Android operating systems.

Contract: Before signing the contract included in the Express Delivery Voucher (EDV) read carefully the terms and conditions.

- If there are any points you do not understand, it is recommended to ask for further information and clarification.
- Make sure you fully understand the characteristics of the service you have selected. E.g. postal item insurance services, compensation for delayed delivery, loss or damage, as well as claim deadlines,



dispute resolution process, items whose transport is prohibited (under the law) or which must be pre-inspected by the company.

- The contract binds both you and the company and defines the rights and obligations of both sides.
- Look out in the contract for the ways the company should inform you about services and particularly, about charges, time and process of delivery.

Also, please bear in mind the following:

- The company must deliver a copy of the ECD. Keep this copy, as well as the receipt, until delivery of the item.
- You can change the recipient's name or delivery address, by phone or in writing (e.g. by fax or e-mail). Please keep in mind that there may be an extra charge in case the new address is in a different district.
- In case of undelivered postal items the company must follow the procedure mentioned in [question 11](#).

17. How can I be informed about postal charges? Does EETT control the pricing policy of companies?

Information about charges can be found on the website (there should be a discrete hyperlink on the homepage), and also through the service points or customer service line of ELTA and the courier services companies. Moreover, you can be informed about the available courier services and their charges through EETT electronic application, "Price Observatory of Telecommunications and Postal Services", www.pricescoppe.gr.

Companies should publish accurate and clear information on the charges of provided services. The pricelist should reflect the current total prices and should be updated each time the charges, services and also the terms and conditions are altered.

Please pay particular attention on the following:

- The implementation date of the pricelist.
- The description of each service which must be accompanied by the relevant price/charge, including VAT.

Companies are obliged to inform consumers about price modifications prior to implementation. Offers, if applicable, must be available to all users and the relevant information should be provided in a clear and comprehensible manner.



Companies must provide to consumers easy access to the pricelist.

It should be noted that according to European and Greek law EETT is not competent to intervene in the pricing policy of companies. However, EETT is authorised to control whether the invoices of ELTA -since it has significant market power and also operates as the Universal Service provider- comply with

the law, before their release to the market.

18. What do I need to know regarding e-commerce?

Before ordering, please be informed by the online store about the following issues (please see [question 12](#)):

- Dispatch cost: Check if the dispatch cost is differentiated by area or by factors such as, the size and weight of the item (in case it either exceeds the weight limits defined by the company, or/and is bulky, e.g. electrical appliance), delivery to the recipient's address or inaccessible areas, special services provision (e.g. express).
- Delivery method: Do you prefer to deliver at your place, the company's service points or from a mailbox?
- Time and delivery process of the parcel: In some cases special services regarding time and process may be provided with extra charge (e.g. same day delivery at a specific time-limit or during holidays).
- Track and trace system.
- Products returns and related charges.

Please note that EETT is competent for issues related to the delivery of items and not for the financial transaction of the dispatch. Also, the European Commission has created an [online dispute resolution platform](#) concerning online purchases.

Consumer service - Complaint submission

19. What is the process for submitting a complaint to a postal services company?

In case you have a complaint about a postal service, please contact the company directly, submitting a complaint according to the means available by the company:

- By phone, using the customer service line.



Call waiting should be free of charge.

- Electronically, by sending an e-mail or filling in a complaint form on its website.
- In writing by mail, fax or by visiting a service point.



The complaint must be submitted within 6 months from the dispatch of the item.

In case your complaint is not resolved, you may ask for the dispute resolution procedure to be activated. The procedure is described in the Charter of Obligations towards Consumers-COC (Amicable Settlement



or Dispute Resolution Committee). If, however, the complaint is still not resolved, you may send a complaint to EETT or contact the civil courts.

For your convenience, the complaint form should include your contact number and also, a clear statement of the issue and all the relevant documentation (e.g. copy of the voucher).

20. What is the response time to my written complaint?

The company is obliged to respond to your written complaint within 20 working days from its receipt, or 40 working days, if additional information is needed. It is highly recommended to confirm the receipt of the complaint from the company. It is recommended to keep a record of the relevant EDV, which includes the reference number, and also any documentation that could support your complaint.

21. In which cases can I address to EETT?

Please address to EETT in case that you have already submitted a complaint to the company, in writing or electronically, and there is no response or the dispute resolution procedure is not activated or the reply dissatisfies you.

22. What is the procedure for making a complaint to EETT?

In order to be served properly and quicker, you are recommended to fill in the [online form](#) available on EETT website (www.eett.gr). In case you do not have access to the Internet, you can send your complaint:

- By mail : 60, Kifissias Avenue, 151 25 Maroussi
- Via fax : +30 210 610 5049

Your complaint to EETT should include any documentation supporting your communication with the company and non-resolution of the problem. In particular, the following information should be included:

- Your name and surname.
- Your telephone number, address and e-mail (if available).
- The contact information of the company related to the complaint.
- Clear statement of the complaint.
- Summary of the case (reference to the exact date of the incident).
- Copy of the complaint form submitted to the company.
- Reference number.
- Company's reply (if available).
- Any involvement of a judicial authority.

It is pointed out that EETT does not examine any complaint that does not include all the information mentioned above or exceeds the deadline set by EETT or is anonymous/unclear.

23. Which actions are taken by EETT, after receiving a consumer complaint?

EETT examines the company's compliance with the postal services legislation. In this context, EETT evaluates the complaint and, according to the issue, may carry out audits, call the companies to a hearing, make any necessary regulatory interventions or issue recommendations for consumers. If breaches are detected, after hearing, EETT imposes administrative penalties.

Sources of information

- Independent Authority for Public Revenue
T: +30 210 337 5000, +30 213 152 5000 | W: www.aade.gr
- Hellenic Authority for Communication Security and Privacy
T: +30 210 638 7600 | F: +30 210 638 7666 | W: www.adae.gr | E: info@adae.gr
- Hellenic Data Protection Authority
T: +30 210 647 5600 | F: +30 210 647 5628 | W: www.dpa.gr | E: contact@dpa.gr
- Hellenic Telecommunications & Post Commission
T: +30 210 6151000 | F: +30 210 6105049 | W: www.eett.gr | E: info@eett.gr
- Hellenic Consumers' Ombudsman
T: +30 210 6460862 | F: +30 210 6460414
W: www.synigoroskatanaloti.gr | E: grammateia@synigoroskatanaloti.gr
- The Greek Ombudsman
T: +30 213 1306 600 | F: +30 213 1306 800 | W: www.synigoros.gr | E: press@synigoros.gr
- General Secretariat of Trade and Consumer Protection
T: +30 1520 | F: +30 210 384 3549 | W: www.efpolis.gr | E: 1520@efpolis.gr
- Ministry of Finance
T: +30 210 3332000 | F: +30 210 333 2608 | W: www.minfin.gr | E: minister@minfin.gr
- European Commission's Online Dispute Resolution platform
<https://ec.europa.eu/consumers/odr/main/?event=main.home2.show>

Information regarding the legislative and regulatory framework is available on EETT website (mainly in Greek).



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