

Postal Services. Information is everything

Postal Services, part of our life.

Every single day, we send and receive letters, parcels, notifications, bills and leaflets!
In other words, we use a large variety of postal services.

The postal sector, during the past few years, presents dynamic growth and intense competition, fact that led to more sophisticated, flexible and attractive services for the consumer's benefit.

Nowadays, most regions of the country are sufficiently covered by the provision of postal services. The variety of postal operators offers us the chance to choose the appropriate one based on our needs.

The goal of this leaflet is to help consumers to:

- Get to know the available postal services.
- Get to know the possibilities that the operators offer.
- Gain by choosing the appropriate services.
- Get information concerning consumers' rights.

A brief summary of Postal Services.

The postal sector is divided in two major parts, the Universal Service and the courier services.

The Universal Service

The Universal Service (US) refers to the standard postal services as we know them today and is provided by the Hellenic Post (EL.TA). The US has to ensure the provision of quality postal services to all citizens in a regular base and at a fair price, no matter where they live.

Courier Services

They concern the Special Express Handling of postal items (letters, parcels etc.) by authorized operators which can "track and trace" every item during its handling. The courier services providers operate within a free competition environment.

**Every year more than 730 millions letters and parcels are handled in Greece.
How many did you send?**

The well-informed consumer is the one who knows exactly what he wants and knows where he can turn to in order to find the service that will best fit to his demands.

My choices

Learn / Judge / Choose

Using the Universal Service, I can:

- Send letters/parcels at a fair price, wherever the addressee is located, to a postal box and in cases of parcels, to any office of EL.TA.
- Receive my mail daily at my home address.
- Pay the same price independently of the destination
- Have my item delivered the next working day from the deposit day.
- Send economy mail delivered up to three days later.
- Send letters abroad delivered up to three days later.

Services affordable and accessible to everyone

Information on the Universal Service

Information on the USP is available at the site of EL.TA., www.elta.gr

The pricelist of the USP is available at the following address:

www.elta.gr/pdf/pricelist.PDF

My choices

Learn / Judge / Choose

Using courier services, I can:

- Send letters/parcels from my home or my office.
- Send my letters/parcels to a particular address or person.
- Send my letters/parcels delivered at a specific time.
- Have information on the location of the letter (or parcel), at any time.
- Check my letter's (or parcel's) transfer data for a long period after being delivered
- Change the destination and the addressee during the item's handling.
- Know when the letter (or the parcel) was delivered.
- Receive a voucher as proof of delivery.
- Receive letters/parcels at my home or my office, at a specific time, after notification.
- Use different facilities, such as same day delivery or at a specific hour.
- Use special -non postal- services such as purchases, cash on delivery, deposit of documents at public services.

I can check if a courier service provider is authorized by verifying if at its documents and especially at its voucher the Number of EETT Register is written.

I check carefully the voucher and I recognize the mark that proves that the operator is registered at EETT Register of Postal Operators.

EETT A.M. 00-000 General Authorization of Postal Services

Courier services from home or office

Information on the courier services providers

A useful source of information on authorized courier services providers is the site of EETT, by following the next steps:

- a. Visit the website of EETT: www.eett.gr
- b. Click the link «Postal Services».
- c. Click on the link «Register of Postal Services Operators».
- d. I visit the website of the courier service provider I'm interested in (if available) and read the pricelist and the C.O.C.

What is the COC (Charter of Obligations towards the Consumer)?

I read carefully the COC in order to get a thorough knowledge of my rights and obligations as a consumer.

The Charter of Obligations towards the Consumer is a document which describes the terms and conditions that should be fulfilled during the handling of postal items by the courier services providers and EL.TA.

The terms and conditions of COC refer more specifically to:

- The geographical regions where services are available
- The bidding time of delivery
- The type of letters (or parcels) which the courier services can handle
- The items that cannot be handled
- The weight limits
- The pricelists
- The cases where the operator is obliged to compensate the consumer and the relevant procedures
- Where I can turn to in case of dispute
- The customer service and the services provided to persons with special needs
- The actions taken in case of undelivered items
- The cases of responsibility of postal operator
- The cases of not responsibility of postal operator

What is the Individual agreement and what should I pay attention to?

It includes the terms and conditions that should be fulfilled by the operator during the handling and according to the service I have chosen. These terms and conditions are written to the back cover of the Express Delivery Voucher which the customer signs.

I read carefully the terms and conditions of the agreement and I ask for more details if something is not that clear. Signing the agreement means that I accept my rights and obligations towards the operator. Even if I sign in another language than my mother-tongue, I am still committed to these obligations. At the end of the procedure, I should keep a copy.

Each provider has its own COC which should be publicly available to anyone (either in electronic or written form).

COMMUNICATE THROUGH MAIL

WE HAVE RIGHTS –THEY HAVE OBLIGATIONS!

Before I make my choice:

- I compare prices, time of delivery and quality.
- I try to get as many information as possible concerning the service I am about to choose.

I ask to learn about:

- The items which are not allowed to be handled (i.e. money, checks, forbidden items)
- The pricelists, the way of payment and potential extra charges
- The time of delivery
- The way of delivery (to the addressee or to a third person)

I ask for:

- The possibility and terms of insurance of the letter (or parcel)
- The compensation's amounts and terms.
- The cases where the terms of COC don't apply.

When I receive:

- I check carefully the packing and the content of the letter (or parcel)
- I have the right to examine it even if there is time pressure
- If I notice that the item was totally or partially damaged, I can receive it with reservation

Which is the compensation if:

The letter (or parcel) was either lost or damaged?

I receive the compensation which is defined at the COC of each provider. The minimum is 35,21 € in cases of items with a receipt voucher.

There was a delay?

I read the individual agreement which I have signed and I ask for the defined compensation.

I had insured the item?

I can receive the defined compensation.

Are there any time limits until I submit my claim?

I should express my claim within **6 months** from the day I deposit my letter (or parcel) to the courier provider. I must submit a written claim to the courier services provider and follow the procedure predicted.

I STAND UP FOR MY RIGHTS

The steps to take in case of dispute with a postal operator are the following:

- **Amicable settlement**

Firstly, I contact the customer service department of the postal services provider and I ask for details concerning the procedure and what does the COC defines for these cases. It is for the customers' benefit to be represented by a consumers' organization.

- **Dispute Resolution Committee**

After contacting the courier service provider, the consumer has the right to call up for a Dispute Resolution Committee which is determined by the terms of the C.O.C. of each postal services provider. The consumer has the right to appear before the Committee where the presence of a consumers' organisation representative is mandatory. The Dispute Resolution Committee constitutes the faster way to resolve a dispute if there was not an amicable settlement.

- **EETT**

In case where a violation of COC terms is proved, I can turn to EETT, the National Regulatory Authority which supervises and regulates the postal services market, in order to perform the necessary audits. I can submit my written complaint to the department of Postal Services which performs audits to the courier operators:

- By mail at the following address: EETT, 60 Kifissias Avenue, GR 15125 Maroussi, Greece.
- By fax at: 210 6105049
- By email at katanalotes@eett.gr fulfilling the appropriate form which is available at the website of EETT

More details are available at the website of EETT, www.eett.gr (Advice for consumers).

Independently of the above-mentioned, for claims that are not included at the COC, the consumer:

- can turn to other relevant authorities for the solution of the dispute (i.e. Consumers Council) or
- can finally appeal to justice.

ABOUT EETT

EETT is the National Regulatory Authority, which supervises and regulates the telecommunications as well as the postal services market. EETT's institutional purpose is to promote the development of the two sectors, to ensure the proper operation of the relevant market in the context of sound competition and to provide for the protection of the interests of the end-users. EETT is an independent self-funded decision-making body.

OUR VISION

Our vision is to expand and constantly upgrade Communication so that Greece can participate in the Knowledge Society.

The tasks of EETT concerning Postal Sector:

- Contribute to the development of postal services market by creating a regulatory environment according to the principles of competition.
- Ensure that the courier services operators comply with their obligations and trace any illegal activity by performing audits.
- Safeguard the rights of consumers.
- Handles consumers' complaints and contributes to their resolution.
- Contributes to the constant information of consumers and disposes a customer service department receiving phone calls at 801 11000 80

EETT via Internet

Useful information concerning the Greek postal market is available at the website of EETT, www.eett.gr.

Visit the site and find out about:

DATA OF POSTAL MARKET

QUALITY OF UNIVERSAL SERVICE PROVIDER

REGULATORY FRAMEWORK

EVENTS CONCERNING THE POSTAL MARKET

REGISTER OF POSTAL SERVICE OPERATORS