

Details on out-of-court settlement of consumer disputes

If the Operator fails to resolve the Claim for improper performance of the Postal Services provided, the Customer may raise an objection to the Czech Telecommunications Office. Registered office: 219 Sokolovska St., Prague 9; Postal address: PO Box: 02, 225 02 Prague 025, <http://www.ctu.cz/>, the E-mail address of the post office: podatelna@ctu.cz; Digital data box: a9qaats. To initiate the objection procedure against the results of the Claim consideration without unreasonable delay, but not later than within 1 month from the date of serving the decision based on the results of the Claim consideration or the expiration of the term for its settlement, otherwise, the right to file an objection shall be lost. An administrative fee is charged for filing an objection. Consumers can also access the online dispute resolution platform developed by the European Commission at <http://ec.europa.eu/consumers/odr/>.