



Press Release

PAY YOUR BILL FAST & SAFELY AT [WWW.OTESHOP.GR](http://www.oteshop.gr) No registration required

Athens, July 7th 2010 – A new on-line bill payment service is available at www.oteshop.gr. Now you can pay your bill at www.oteshop.gr with no requirement for prior registration either to an OTEshop or any other service.

Fast, easy, simple, and secure, customers may visit http://oteshop.ote.gr/portal/page/portal/OTESHOP/MyServices/Online_Payment type their account number -which is available at the printed version of the bill- and pay with a credit card. A full demo is also available at the above address.

This value-added service complements "My e-Bill" service, available for more than a year and a half. On-line bill payment and "My e-Bill" cover different needs. The first offers an easy & fast way to simply pay your phone bill on-line, with no prior registration required. However, it does not provide any additional information, apart from the total sum & the expiry date. On the other hand, with "My e-Bill", customers have full control of their bill, i.e. view a complete analysis of their phone bill for all their telephone connections as well as statistics regarding their phone calls.

OTE is constantly developing new "Self Service" services, available 24/7, aiming to offer improved and comprehensive customer service. To this end, the following "Self Service" services are already available:

- **at the call center 13888, through Interactive Voice Recognition system (IVR):**
 - Information regarding the phone bill
 - Conn-x, conn-x TV availability
 - Instructions on how to activate other services such as SMS, Music Call etc.
- **at www.oteshop.gr (section "My e-Services"):**
 - **My e-Bill:** free-of-charge full bill analysis as well as on-line bill payment with a credit card
 - **My e-Care:** see all the activated services at your phone connection (eg. call identification, voice mail etc.) as well as your account details