

## QUALITY CHARTER EDS EUROPEAN DATA SERVICE

Since 1<sup>st</sup> October 2004 the EDS European Data Service of the Federal Statistical Office Germany offers all users an information service for official European statistics. This service strives to meet the requirements of all users by guaranteeing statistical competence, reliability, short response times and a high degree of user orientation.

The EDS European Data Service is therefore committed to the following:

1. Acceptance of orders and requests via all communication channels, including fax, mail, e-mail and online order forms. Furthermore, our service team can be contacted via our telephone hotline five days a week (Monday to Thursday from 8am to 5pm and Fridays from 8am to 3pm).
2. First reaction within one working day after receipt of order or request.
3. Individual and free-of-charge advice for users looking for official European statistics including in-depth support for users searching for Eurostat data and publications online.
4. A competent, relevant, concise, exhaustive and up-to-date reply to all user requests including methodological notes where necessary.
5. Immediate notification of Eurostat, should the performance of the Eurostat Online Database be impaired due to technical difficulties or should we receive information from users that database functions are not operational.
6. Forwarding of all requests that require assistance by Eurostat to the Eurostat Central Support on the day of receipt. The EDS European Data Service will ensure that users receive a satisfactory answer from Eurostat within 7 days.
7. On request, compilation of customized data tables on the basis of Eurostat databases (service subject to a fee) and delivery of the requested data (including subscriptions) within 24 hours after the customer has confirmed our price quotation.
8. Efficient treatment of all orders for hard-copy Eurostat publications (Paper, CD-ROM, DVD format) in co-operation with our sales agent.
9. A simple and transparent pricing policy for customized services, that is based on the time needed to treat the requests.
10. A quick and efficient treatment of all reclamations and complaints.
11. Strictly confidential treatment of all user requests.

Signed by the EDS European Data Service Team, 1<sup>st</sup> October 2004.