

**The change of Support Services Help Desk provided by OTE, a.s.**

In comply with the specialization of OTE activities (see <http://www.ote-cr.cz/about-ote/organizational-structure>) the Support Services Help Desk is changed as of 1<sup>st</sup> September 2012 as follows:

Help Desk for Power is available in the following terms:

Working day	7 am – 6 pm
Weekend and Public holiday	10 am - 2 pm
Phone	+420 296 579 167
Contact email	elektro@ote-cr.cz
Fax	+420 296 579 198

## Responsibilities:

- Registration
- Receipt of measured data
- Calculation of imbalances
- Change of supplier
- Registration of distribution networks

Help Desk for Gas is available in the following terms:

Working day	8 am – 7 pm
Weekend and Public holiday	11 am - 3 pm
Phone	+420 296 579 200
Contact email	plyn@ote-cr.cz
Fax:	+420 296 579 198

## Responsibilities:

- Registration
- Receipt of measured data
- Calculation of imbalances
- Change of supplier
- Registration of distribution networks

Help Desk for Spot markets and OTC contracts is available in the following terms:

Working day	8 am – 6 pm
Weekend and Public holiday	8 am - 4 pm
Phone	+420 296 579 173
Contact email	market@ote-cr.cz

## Responsibilities:

- Spot Power market
- Spot Gas market
- OTC contracts

Note:

All phone calls to Help Desk services are recorded due to increase the services quality and kept in comply with the Act of the Personal Data Protection.

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**OTE, a.s.**

OTE, a.s., the Czech electricity and gas market operator, (OTE) is a joint stock company established in 2001. OTE provides comprehensive services to individual electricity and gas market players in the Czech Republic. OTE commenced organizing trading in the day-ahead electricity market in 2002 and the intra-day and block electricity markets in later years. OTE has been the market operator on the gas market since 2010 including operation of day-ahead gas market and intraday gas market. Continuous data processing and exchange required for the accounting and settlement of imbalance between the contractual and actual volumes of electricity and gas supplied and received are among services offered by the OTE to players in the Czech electricity and gas markets, as well as administrative procedures associated with a switch of supplier. The OTE also administers the National Register of Greenhouse Gas Emissions. OTE is the holder of the license for market operator's activities, which includes activities in the electricity and gas market in the Czech Republic.

Additional information is available on [www.ote-cr.cz](http://www.ote-cr.cz).