

**Contact details of bodies designated for purposes of Article 21 of the Services Directive
(for external purposes)
21/01/2010**

Member State	Body designated (for providing information to consumers)	Body designated (for providing information to businesses)
Austria	<p>Europäisches Verbraucherzentrum Österreich (European Consumer Centre Austria)</p> <p>Mariahilfer Straße 81 A-1060 Wien Tel: 0043 1 588 77-334 or 342 Fax: 0043 1 588 77-71 E-mail: info@europakonsument.at http://www.europakonsument.at</p>	<p>Wirtschaftskammer Österreich (Austrian Federal Economic Chamber)</p> <p>Wiedner Hauptstraße 63 A-1045 Wien Tel: +43 (0) 5 90 900 - 4356 Fax: +43 (0) 5 90 900 - 114356 E-mail: euoinfo@wko.at http://wko.at/eu</p>
Belgium	<p>SPF Economie, PME, Classes moyennes et Energie (DG Contrôle et Médiation - Coopération internationale)</p> <p>WTC III, Boulevard Simon Bolivar, 30 1000 Bruxelles Tél. : +32 (0) 800 120 33 Fax : +32 (0) 800 120 33 E-mail: CONSUMER21SERVICES@economie.fgov.be http://economie.fgov.be/</p>	<p>SPF Economie, PME, Classes moyennes et Energie (DG Contrôle et Médiation - Coopération internationale)</p> <p>WTC III, Boulevard Simon Bolivar, 30 1000 Bruxelles Tél. : +32 (0) 800 120 33 Fax : +32 (0) 800 120 33 E-mail: BUSINES21SERVICES@economie.fgov.be http://economie.fgov.be/</p>
Bulgaria	<p>Point of Single Contact in cooperation with the European Consumer Centre (European Consumer Centre – Bulgaria)</p> <p>14 Bacho Kiro Str. 1000 Sofia Tel: +359 2 986 7672 Fax: +359 2 987 5508 E-mail: ecc.bulgaria@kzp.bg http://ecc.kzp.bg/</p>	<p>Point of Single Contact</p> <p>Postal address: Tel.: Fax: E-Mail: Web-address:</p>
Cyprus	<p>European Consumer Centre (Cyprus) (ECC-Net)</p> <p>6, Andrea Araouzou str. 1421 Nicosia, Cyprus Tel.:+ 357 22 867167 Fax: + 357 22 375120 E-mail: ecccyprus@mcit.gov.cy</p>	<p>Point of Single Contact Cyprus (Ministry of Commerce, Industry and Tourism)</p> <p>13-15, Andrea Araouzou street 1421 Nicosia, Cyprus Tel.: + 357 22 409345 Fax: + 357 22 409432</p>

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	www.ecccyprus.org	E-mail: onestopshop@mcit.gov.cy www.businessincyprus.gov.cy
Czech Republic	Points of Single Contact (Ministry of Industry and Trade) Politických vězňů 20 112 49 Prague 1 Tel: +420 224 852 167 Fax: +420 224 853 079 E-mail: sluzby@mpo.cz www.mpo.cz	Points of Single Contact (Ministry of Industry and Trade) Politických vězňů 20 112 49 Prague 1 tel.: +420 224 852 167 Fax: +420 224 8153 079 E-mail: sluzby@mpo.cz www.mpo.cz
Denmark	Forbruger Europa (ECC-Net) Amagerfælledvej 56 2300 København S Tel: +45 32 66 90 00 Fax: +45 32 66 91 00 E-mail: info@forbrugereuropa.dk www.forbrugereuropa.dk	Point of Single Contact (Danish enterprise and construction authority) Langelinje Alle 17 2100. Copenhagen Ø Tel: +45 35 66 000 E-mail: BusinessInDenmark@EUGO.DK www.businessindenmark.dk
Estonia	EUROPEAN CONSUMER CENTRE ESTONIA (ECC-Net) EUROOPA LIIDU TARBIIJA NÕUSTAMISKESKUS Kiriku 4 15071 Tallinn Tel: +372/6201 708 Fax +372/6201 701 E-mail: consumer@consumer.ee http://www.consumer.ee/	Ministry of Economic Affairs and Communications <i>Harju 11,</i> <i>15072 Tallinn</i> Tel: +372 6256 489 Fax: +372 6256 404 E-mail: SFD@mk.m.ee www.mk.m.ee
Finland	Consumer Agency Haapaniemenkatu 4, Box 5 00531 Helsinki Tel: +358 10 19 4700 Fax: +358 9 876 4398 E-mail: posti@kuluttajavirasto.fi www.kuluttajavirasto.fi	Point of Single Contact (Consumer Agency) Haapaniemenkatu 4, Box 5 00531 Helsinki Tel: +358 10 19 4700 Fax: +358 9 876 4398 E-mail: posti@kuluttajavirasto.fi www.kuluttajavirasto.fi
France	Centre Européen des Consommateurs France	Enterprise Europe Network Paris Ile-de-France Centre (PIC²) Paris

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	<p>European Consumer Centre France (ECC-Net) c/o Euro-Info-Verbraucher e.V. / Euro-Info-Consommateurs</p> <p>Rehfusplatz 11 77694 Kehl Tel: +49 7851 991 48 0 Fax: +49 7851 991 48 11 E-mail: CEC-Services@euroinfo-kehl.eu http://www.euroinfo-kehl.eu</p>	<p>Chamber of commerce and industry (CCIP) Centre d'information européenne</p> <p>27 avenue de Friedland 75382 Paris Cedex 08 Tél : +33 1 55 65 73 13 Fax : + 33 1 55 65 73 06 E-mail: europaecqip@pic2europe.fr http://www.pic2europe.fr/</p>
Germany	<p>Bundesamt für Verbraucherschutz und Lebensmittelsicherheit (Federal Office of Consumer Protection and Food Safety)</p> <p>Mauerstr. 39-42 10117 Berlin Tel: +49 18444 00221 E-mail: verbraucher@portal21.de http://www.portal21.de</p>	<p>Germany Trade & Invest - Gesellschaft für Außenwirtschaft und Standortmarketing mbH (Cologne Office (Trade))</p> <p>Agrippastrasse 87-93 50676 Cologne Tel: +49 221 2057-0 Fax: +49 221 2057-212 E-mail: unternehmer@portal21.de http://www.portal21.de</p> <p>Headquarters Berlin: www.gtai.com</p>
Greece	<p>European Consumer Centre Hellas (ECC-Net)</p> <p>Kaniggos Square 101 81, Athens Tel:+30 210 3847106 Fax: +30 210 3847106 E-mail: director_eccgr@efpolis.gr http://www.eccefpolis.gr/</p>	<p>National Documentation Centre (Enterprise Europe Network- Hellas)</p> <p>48 Vas. Constantinou 116 35, Athens Tel: +30 210 7273921 Fax: +30 210 7246824 E-mail: akarah@ekt.gr http://www.ekt.gr, www.enterprise-hellas.gr</p>
Hungary	<p>European Consumer Centre Hungary (ECC-Net)</p> <p>1012 Budapest, Logodi u. 22-24 Tel: 36 1 473 0338 Fax: 36 1 331 7386 E-mail: info@efk.hu www.efk.hu</p>	<p>Enterprise Europe Network ITD Hungary Zrt.</p> <p>1061 Budapest, Andrássy út 12. Tel: 36 1 472 8100 Fax: 36 1 472 8101 E-mail: info@itd.hu www.itd.hu</p>

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Iceland		
Ireland	<p>European Consumer Centre Ireland (ECC-Net)</p> <p>13A Upper O'Connell Street Dublin 1 Tel: + 353 (0)1 809 0606 Fax: +353 1 809 0601 E-mail: info@eccireland.ie http://www.eccireland.ie/</p>	<p>Galway Chamber of Commerce</p> <p>Commerce House Merchant's Road Galway Tel: +353 (0)91 563536 Fax: +353 (0)91 561963 www.galwaychamber.com</p>
Italy	<p>Ministero dello Sviluppo Economico Direzione Generale per il mercato, la concorrenza, il consumatore, la vigilanza e la normativa Tecnica.</p> <p>Via Molise, 2 00187 Roma Tel: +39 06 47051 Fax: E-mail: http://www.sviluppoeconomico.gov.it/</p>	<p>Unioncamere (Chambers of Commerce) through points of single contacts:</p> <p>Sallustio 21 00187 Roma- Tel: +39 06-4704218 Fax: +39 06.4704240 E-mail: www.impresainungiorno.it</p>
Latvia	<p>European Consumer Centre Latvia ECC-Net (ECC Latvia)</p> <p>157 Kr.Valdemara Street, Room 228, Riga, LV-1013, Latvia Tel: +371 6738 86 25 Fax: +371 6738 86 25 E-mail: info@ecclatvia.lv http://www.ecclatvia.lv</p>	<p>Investment and Development Agency of Latvia</p> <p>2 Perses Street, Riga, LV-1442, Latvia Tel: +371 6703 94 30 Fax: +371 6703 94 31 E-mail: een@liaa.gov.lv http://www.liaa.gov.lv</p>
Liechtenstein	<p>Einheitlicher Ansprechpartner/ Point of Single Contact (Stabsstelle EWR / EEA Coordination Unit)</p> <p>Austrasse 79 / Europark FL-9490 Vaduz Tel.: +423 236 60 37 Fax: +423 236 60 38 E-mail: info@sewr.li http://www.sewr.llv.li/</p>	<p>Einheitlicher Ansprechpartner/ Point of Single Contact (Stabsstelle EWR / EEA Coordination Unit)</p> <p>Austrasse 79 / Europark FL-9490 Vaduz Tel.: +423 236 60 37 Fax: +423 236 60 38 E-mail: info@sewr.li http://www.sewr.llv.li/</p>

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<p>Lithuania</p>	<p>Europos vartotojų centras (ECC-Net) European Consumer Centre in Lithuania</p> <p>Odminių g. 12, LT-01122 Vilnius Tel.: +370 52650368 Fax: +370 52623123 E-mail: info@ecc.lt http://www.ecc.lt/</p>	<p>Europos vartotojų centras (ECC-Net) European Consumer Centre in Lithuania</p> <p>Odminių g. 12, LT-01122 Vilnius Tel.: +370 52650368 Fax: +370 52623123 E-mail: info@ecc.lt http://www.ecc.lt/</p>
<p>Luxembourg</p>	<p>European Consumer Centre Luxembourg (ECC-Net)</p> <p>55 rue des Bruyeres L-1274 Howald Tel: +352 26 84 64-1 Fax: +352 26 84 57 61 E-mail: info@cecluxembourg.lu http://www.cecluxembourg.lu/</p>	<p>Entreprise Europe Network Chambre des Métiers Luxembourg 2, Circuit de la Foire Internationale Luxembourg-Kirchberg BP 1604 · L-1016 Luxembourg Tel: + 352 42 67 67 -1 Fax: + 352 42 67 87 E-mail: contact@cdm.lu http://www.eicluxembourg.lu/</p> <p>Espace Entreprises de la Chambre de Commerce de Luxembourg "Guichet unique" 7, rue Alcide de Gasperi Luxembourg - Kirchberg Tel: +352 42 39 39 – 330 Fax: +352 42 39 39 – 824 E-mail: entreprises@cc.lu http://www.cc.lu/</p>
<p>Malta</p>	<p>European Consumer Centre (MALTA) (ECC-Net)</p> <p>47 A, South Street, Valletta VLT 1101 Tel: +356 2122 1901 Fax: +356 2122 1902 E-mail: ecc.malta@gov.mt http://www.eccnetmalta.gov.mt</p>	<p>European Consumer Centre (MALTA) (ECC-Net)</p> <p>47 A, South Street, Valletta VLT 1101 Tel: +356 2122 1901 Fax: +356 2122 1902 E-mail: ecc.malta@gov.mt http://www.eccnetmalta.gov.mt</p>

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Norway	The European Consumer Centre (ECC-Net) Forbruker Europa P.O. Box 4594 Nydalen 0404 Oslo Tel: +47 23 400 500 Fax: +47 23 400 501 E-mail: post@forbrukereuropa.no http://www.forbrukereuropa.no	Enterprise Europe Network Innovation Norway Po. box 448 - Sentrum N-0104 Oslo Norway Tel. +47 22 00 29 50 Fax +47 22 00 25 01 E-mail: bedriftieu@innovasjon Norge.no http://www.bedriftieu.no/
Poland	Point of Single Contact Postal address: Tel: E-mail: http://www.eu-go.gov.pl	Point of Single Contact Postal address: Tel: E-mail: http://www.eu-go.gov.pl
Portugal	Ministry of Economy and Innovation Direcção Geral do Consumidor Postal address Tel: E-mail:	Instituto de Apoio às Pequenas e Médias Empresas e à Inovação IAPMEI Estrada do Paço do Lumiar, Campus do Lumiar - Edifício A 1649-038 Lisboa Tel: E-mail:
Romania	European Consumer Centre Romania (ECC-Net) Bd. Nicolae Balcescu nr. 32-34, etaj 4, ap. 16, Sector 1, Bucharest, RO-010055, Tel: +40-(21)-315.71.49 Fax: +40-(21)-311.02.42 E-mail: office@eccromania.ro www.eccromania.ro	Name of designated body Postal address: Tel: Fax: E-mail: Web-address:
Slovakia	European Consumer Centre Slovakia (ECC-Net) Mierová 19 SK-827 15 Bratislava 212 Tel: +421/2/4854 2016 Fax: +421/2/4854 1627 E-mail: ecc@economy.gov.sk	Ministry of Economy of the Slovak Republic Mierová 19 SK-827 15 Bratislava 212 Tel: Fax: +421/2/4854 3818 E-mail: services21@economy.gov.sk

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	www.economy.gov.sk ; www.mhsr.sk	www.economy.gov.sk , www.mhsr.sk
Slovenia	<p>Evropski potrošniški center (European Consumer Centre Slovenia (ECC-Net))</p> <p>Frankopanska 5 1000 Ljubljana Tel.: +386 1 432 30 35, Fax: +386 1 433 33 71 E-mail: epc@epc.si http://www.epc.si/</p>	<p>Obrtno-podjetniška zbornica Slovenije (Chamber of craft and small business)</p> <p>Celovška 71 p.p. 2350 1000 Ljubljana Tel.: +386 1 583 05 09 Fax: +386 1 583 08 30 E-mail: info@ozs.si http://www.ozs.si/</p> <p>Gospodarska zbornica Slovenije (Chamber of commerce and industry)</p> <p>Dimičeva 13 1504 Ljubljana Tel.: +386 1 5898 000 Fax: 386 1 58 98 100] E-mail: info@gzs.si www.gzs.si/eng</p>
Spain	<p>European Consumer Centre (Spain) (ECC-Net) Instituto Nacional de Consumo</p> <p>C/ Principe de Vergara, 54 28006, Madrid Tel: +34 91 822 45 55 Fax: +34/ 91 822 45 62 E-mail: cec@consumo-inc.es http://cec.consumo-inc.es/</p>	<p>Name of designated body</p> <p>Postal address: Tel: E-mail: Web-address:</p>
Sweden	<p>The Swedish Consumer Agency (ECC-Net)</p> <p>Konsument Europa Konsumentverket Lagergrens Gata 8 Box 48 SE-651 02 Karlstad Tel: +46 (0)54 - 19 41 50</p>	<p>The National Board of Trade</p> <p>Drottninggatan 89 Box 6803 113 86 Stockholm Tel: +46-8-690 48 00 Fax: +46-8-30 67 59 E-mail: kommerskollegium@kommers.se</p>

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	<p>Fax: +46 (0)54 - 19 41 59: E-mail: info@konsumenteuropa.se http://www.konsumenteuropa.se/</p>	http://www.kommers.se/
The Netherlands	<p>The Consumer Authority Consumentenautoriteit (BackOffice Consumentenautoriteit)</p> <p>Wijnhaven 24 Postbus 16759 2500 BT DEN HAAG Tel: +31 (0)70 330 59 81 Fax: +31 (0)70 330 59 89 E-mail: backoffice_ca@consumentenautoriteit.nl http://www.consumentenautoriteit.nl/</p>	<p>Antwoord voor bedrijven ("Dutch Point of Single Contact") (Projectdirectie Eerste Lijn voor Bedrijven, Ministerie van Economische Zaken)</p> <p>Postbus 20101 2500 EC Den Haag Tel: +31 70 3798989 E-mail: www.answersforbusiness.nl</p>
United Kingdom	<p>The European Consumer Centre for Services Trading Standards Institute (TSI)</p> <p>1 Sylvan Court Sylvan Way Southfields Business Park Basildon Essex SS15 6TH</p> <p>Tel: +44 (0)845 608 9494 E-mail: eccs@tsi.org.uk www.ukecc-services.net</p>	<p>Point of Single Contact</p> <p>Postal address: <i>[please fill in the missing data]</i> Tel: 0845 600 9 006 E-mail: www.businesslink.gov.uk</p>