New european rates for TED

The Office for Official Publications of the European Communities has decides to increase access rates to TED.

The following pricing policy will come in effect as of 1st March 1989:

1) TED – Online:
   35,–– ECU/connect hour
   42,–– ECU/connect hour (brokers)

2) TED – Telex:
   2,–– ECU — short format
   3,50 ECU — standard format
   7,–– ECU — fulltext format.

TED Users will be informed in writing of this change.

Now almost 5000 customers!

ECHO has been growing at a phenomenal rate over the past few years....so much so, that it has managed to triple with ease the number of registered ECHO customers to reach a total of almost 5000 customers. ECHO has decided to celebrate the signature of it's 5000th User Agreement form by offering a 'surprise' present to the lucky subscriber.

ECHO Newsletter

The ECHONEWS provides updated information on developments of the European Commission Host Organisation (ECHO). As such it is addressed to its almost 5000 User Organisations in order to inform customers on items such as new pre-competitive databases, user guidance and training files, innovative facilities of ECHO or projects in which it participates. Other information concerns ECHO manuals and online Help files,

ECHO User Aids Printed and Online
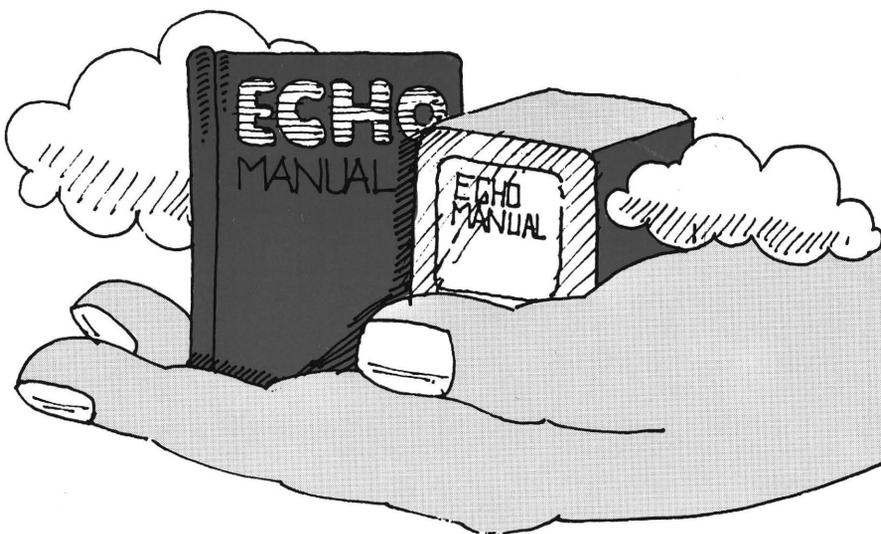
Virtually anyone has the opportunity of accessing the ECHO host service located in Luxembourg! If you have one of the following User Interfaces then you too will be able to access the vast selection of free databases offered by this rather unique organisation:

a) a TTY-compatible terminal (micro computers with a V24 or RS232 interface + telecom software)

b) a synchronous device able to work to the X25 protocol,

c) an existing Videotex terminal (CEPT 1, 2, 3).

ACCESS CONDITIONS:
PUBLIC PASSWORD – Many of ECHO's databases can be accessed by public passwords without signing a User Agreement form. Even without being connected to a national network, a user has the possibility of connecting to ECHO via a direct dial number located in Luxembourg, providing that one has the necessary equipment required.

CONTRACT – Not all of the ECHO databases have «PUBLIC» passwords. In order to gain access to all of the free ECHO files without exception, a User will have to sign a contract (User Agreement Form) before receiving a personal password to the service. It is also possible for a User to request access to one of the few fee-paying databases at this stage.

All Users that sign the ECHO contract will automatically receive a copy of the system User manual. A

completely new User manual is in preparation and available latest by mid April 1989. Read more about it in your next ECHO News. The system manual is accompanied by a selection of database manuals for the more complicated ECHO databases. Although not all databases have a printed version of the database manual, it is still possible to obtain detailed information on the structure and contents of any file by simply using an INFORMATION command whilst searching online.

e.g. To obtain information on a specific database, simply precede the database name by the INFORMATION command: INFO EABS will provide you with some information on the EABS file and will display a selection of other INFO commands available for that particular file.

By entering the above command, the system will automatically provide you with a further selection of INFO commands for that file. For example, if you would like to obtain more detailed information concerning the fields available in the EABS database, then you will be told to enter the following command:

INFO EØFIELDS

Please remember that the online help files are invaluable for all Users of ECHO databases, whether they possess a User manual or not, as they enable quick and ready access to information on all databases offered by the ECHO Service.

And how to get them? Simply use INFO «DBNAME» where «DBNAME» is either the full database name or the poolkey.

training dates and exhibitions at which ECHO will be represented.

ECHO would now like to include in its newsletter some articles or case-studies written by ECHO Users outlining their own personal experiences with accessing online services,

obtaining network access etc., within the different Member States of the EEC. Articles may be 'general' or 'specific' i.e. informing readers about the utility of a particular ECHO database to your own organisational information requirements, or details on how online information services have contributed to your work situation.

We would welcome any input for inclusion to the newsletter and would be very grateful for your cooperation. For further information, please contact the ECHO Helpdesk on +352-488041 in Luxembourg.

* In preparation *

Off-line training diskette

It is widely known that ECHO plays an important role in promoting the Information Services Market in Europe, especially in the less favoured regions where the consultation of online databases is still not widespread.

One of the major obstacles to an increased usage of databases is the lack of knowledge of retrieval languages such as the CCL (Common Command Language). Also, the telecommunications costs involved for new potential users during the learning phase are often unnecessarily high and prevent or dissuade them from eventually consulting databases online.

In order to facilitate the learning procedure for the CCL and to decrease the telecommunications costs involved, ECHO has decided to produce an offline training diskette for PC's in Greek, Spanisch, Portuguese, French and English. A call for Tenders has already been launched for this project and it is hoped that by offering the offline diskette free of charge with accompanying documentation that users in the less favoured regions of Europe will be encouraged to use online services.
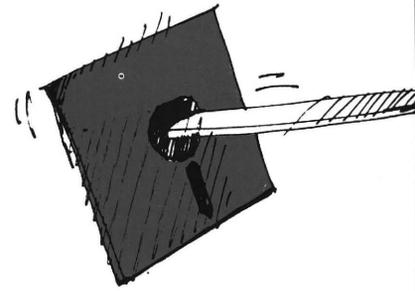
* En préparation *

Disquettes d'entraînement autonomes
(non en ligne)

Il est bien connu qu'ECHO joue un rôle important pour la promotion du marché du service de l'information en Europe. Spécialement dans les régions les moins favorisées ou la consultation des bases de données en ligne n'est pas encore fort répandue.

Un des principaux obstacles à l'augmentation de l'utilisation des bases de données est le manque de connaissance des langages de recherche tel que le LCC (Langage Commun de Commande). De plus, les coûts des télécommunications que l'utilisateur potentiel doit supporter pendant la phase d'initiation sont souvent élevés et dissuasifs. C'est pourquoi l'utilisateur hésite à consulter les bases de données en ligne.

Afin de faciliter la procédure d'apprentissage du LCC et dans le but de diminuer les coûts des télécommunications associés à cette étude, ECHO a décidé de produire une disquette d'entraînement autonome qui sera utilisée sur PC. Cette disquette sera disponible en Grec, Espagnol, Portugais, Français et en Anglais. Un appel d'offre a déjà été lancé pour ce projet et on espère, qu'en offrant gratuitement cette disquette d'entraînement avec la documentation, que les utilisateurs des régions les moin favorisées d'Europe seront encouragés à utiliser les services en ligne.
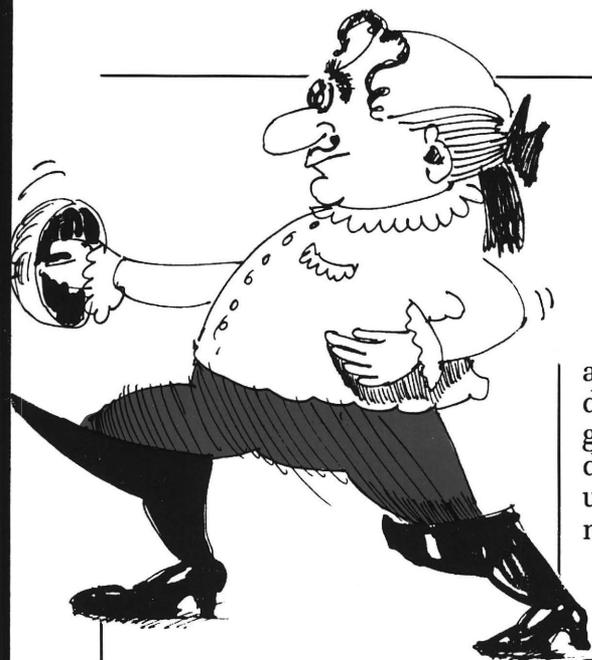
* En preparacion*
Diskette de adiestramiento «off-line»

Es bien conocido que ECHO juega un papel importante para la promocion del mercado del servicio de la informacion en EUROPA. Especialmente en las regiones menos favorecidas donde la consulta de bases de datos en linea no es muy extendida.

Uno de los principales obstaculos del aumento de la utilizacion de bases de datos es la falta de conocimiento de lenguages de investigacion como el CCL (Common Command Language). Ademas, los costos de las telecommunicaciones que el usuario potencial debe soportar durante la fase de iniciacion son muy a menudo elevados et disuativos. Por eso el usuario duda en consultar las bases de datos en linea.

Con el fin de facilitar el procedimiento de aprendizaje del CCL y con el fin de disminuir los costos de telecomunicaciones asociados a este estudio, ECHO a decidido producir un diskette de adiestramiento autonomo que sera utilizado sobre el P.C.

Este diskette sera disponible en Griego, Espanol en Portugués, Francés y en Inglés. Una oferta ha sido ya lanzada para este projecto y se aprecia, que ofreciendo este diskette de adiestra miento gratuitamente con la documentacion, que los usuarios de las regiones menos favorecidas de Europa seran estimulados a utilizar los servicios en linea.

ΕΚΠΑΙΔΕΥΤΙΚΟ ΠΡΟΓΡΑΜΜΑ αυτόνομο (off-line) ΣΕ ΔΙΣΚΕΤΤΑ

Είναι γνωστός ο ρόλος της ECHO για την ενφάρρυνση της χρήσης υπηρεσιών που προσφέρουν πληροΦορίες 8ε άμεθη 8ύνό8εθη (on-line) στην Ευρώπη, ειδικά στις λιγότερο αναπτυγμένες περιοχές οπου n χρήση 8ε άμεθη 8ύνόε8η (on-line) τραπεφών πληροΦοριών δεν είναι πολύ διαδεδομένη.

Ενα από τά εμπόδια για τους νέους χρήστες ειναι n εκμάφηση των γλωσσών ανάκτησης πληροφοριών όπως n CCL (Common Command Language) που χρησιμοποιείται από την ECHO. Επίσης, κατά τη διάρκεια εκμάφησης, τα απαιτούμενα έξοδα τηλεπικοινωνιών αποθαρρύνουν πολλές φορές τους χρήστες.

Με σκοπό να διευκολύνει τη διαδικασία εκμάθησης και να μειώσει τα έξοδα τηλεπικοινωνιών σ'αυτό το στάδιο, n ECHO έκρινε σκόπιμη τη δημιουργία ενός προγράμματος σε δισκέττα για μικρο-υπολογιστές που θα περιλαμβάνει εκπαιδευτικά μαθήματα εκμάθησης της CCL. Η δισκέττα θα διατίθεται δωρεάν στις ακόλουθες γλώσσες: Ελληνικά, Ισπανικά, Πορτογαλικά, Γαλλικά και Αγγλικά. Το εκπαιδευτικό αυτό πρόγραμμα θα συνοδεύεται από ένα εγχειρίδιο χρήσης.

Η προσπάθεια αυτή βρίσκεται στο στάδιο της πραγματοποίησής της και ελπίζουμε να αποβεί χρήσιμη για τους νέους χρήστες.

TECNET

TECNET is a new database providing detailed information on the different demonstration projects that form part of the EUROTECNET network. These projects, selected by the twelve Member States represent a reasonable cross-section of training approaches in the field of new information technologies and vocational training within the EEC.

The TECNET file is the complement of the second abridged edition of a compendium presenting the information gathered by a questionnaire. It covers such topics as educational setting, target groups, aims and contents, methods, training of trainers, relations will other projects.....

The database is produced by ECWS (European Center for Work and Society), Maastricht (NL), under contract to the European Commission (DG V – Social Affairs).

The fields available in the TECNET file accompanied by their corresponding field labels are listed below:
PC: project code
PN: project name
TI: title
SD: stage of development
PS: project status
AD: address
IA: institutional actor
IS: industrial sector
ES: educational setting
OL: operational links
AC: aims and contents
SM: structure and methods
TT: training of trainers
FT: financing
ER: evaluation research
EL: external links
RP: results – products
For further information on TECNET, please consult the online information file with the following command: INFO TECNET.

QUESTION MARK
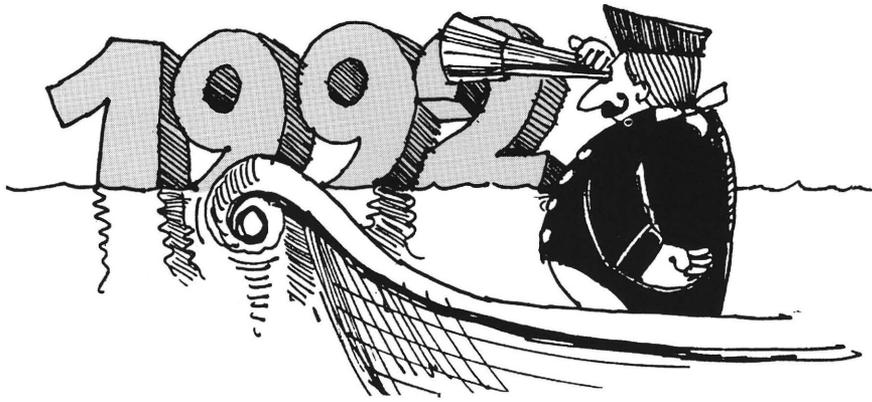
Europe 1992 – a challenge and an opportunity 'a viewpoint from Ireland...'

There has been a great surge of interest throughout the Community in recent months in the Completion of the internal market by 1992, that is the creation of the single great European market. It is no longer just politicians but industry and commerce generally and individual firms, both large and small, who are waking up to the enormous opportunities which will be created by the elimination of the important barriers which still exist to the free-flow of goods, services, capital and people.

Above all, businesspeople have come to realise that the great European market is not a vague aspiration but a practical reality. Progress towards this goal is now irreversible. From 1992 onwards the Community will at last become a truly integrated common market, in which it is as easy to sell from Dublin to Paris or Rome as it is to Cork or Limerick. 1992 is not just a target, it is an objective and one which will become an achievement.

But the creation of the single market of 320 million consumers presents **challenges** as well as **opportunities.** Markets in other Member States will be open to you. Equally however your market will be open to competitors from other Member States. The firms which will reap the greatest benefits will be those whose managers have identified the opportunities and faced the challenges in good time and adapted their business strategies accordingly.

Some concern has been expressed that these benefits will not flow evenly to the more geographically peripheral regions of the Community such as Ireland. But in fact these regions have the most to gain from breaking down all barriers which obstruct freedom of movement.

To assist the less prosperous regions, to take advantage of the opportunities, the Structural Funds, that is the funds available from the Community for development, the retraining of workers and innovation, will be doubled between now and 1992. This will extend the Communities existing efforts in stimulating economic development and enabling business to target new markets, notably through the European Regional Development Fund.

The Community, national and local governments can help create a better economic climate but the challenge of 1992 must be met head on by commerce and industry itself. What can be done by firms to make certain that they are fighting fit for 1992?

The first thing to ensure is that managers really know what is going on: how they will be affected, how their companies will be affected, what opportunities will be created, what new challenges have to be faced.

Information and advice is available from the Press and Information Offices of the European Commission and from Departments of Industry and Commerce.

Information is also available from European Business Information Centres present in each of the Member States. These centres have online connections to databases based in Luxembourg (ECHO, EUROBASES), and were set up to respond to enquiries about the impact of Community activities on small and medium-sized businesses.

Preparing for 1992 is already a declared government priority in most EC countries. Business throughout Europe is gearing up for 1992 and the single European market. In its enthusiasm, it is often running ahead of government.

Barriers to trade are already beginning to fall and by the end of 1992 the internal market should be in place. Progress is already being made at Community level in a number of areas such as the opening up of public procurement markets to EC-wide competition.

The removal of trade barriers means that companies, small and large, now have a chance to compete in other EC markets previously reserved for local firms. It also means a choice of strategy –

export alone or seek a partner or partners in other parts of the Community.

Furhtermore, an increasing number of companies from other EC countries will enter and compete in your own traditional national and local markets.

If your company, for example, is engaged in the supply of terminal equipment or provides services in the telecommunications sector, it may be interested in tendering for work in the telecommunications administrations of other Member States. This will require language, technical and cultural skills, legal and taxation advice, exchange rate strategies, and knowledge of business and administrative practices in the country concerned.

Alternatively, you might have an interest in helping a company from another Member State tender through you for work with your own national government department or local authority. This might be preferable to finding that the company is competing directly with you or taking your business. Eitherway, careful planning will be the key to success in the new Europe without frontiers.

Because the removal of frontiers, as the above example shows, is a two-way street, Irish firms will for example have better access to other EC markets. But their competitors from the rest of the Community will find it easier to export their products and services to Ireland.

Public purchases in the EEC

Purchases by the public administrations in the EEC 12 and the various contracts concluded by public enterprise represent an annual turnover of some IR £ 400 billion. In 1986 EEC statistics showed that some 5,577 works contracts and 2,483 supplies contracts were advertised in the Community. Very few Irish companies tendered for this business.
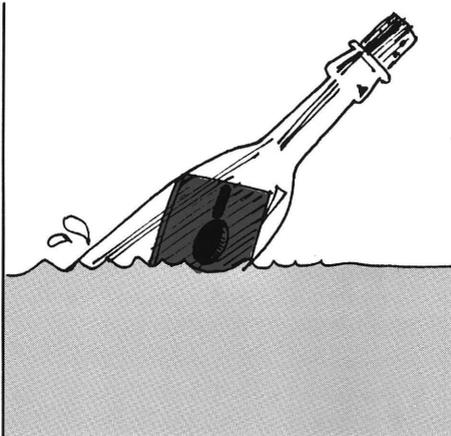
Benefits of opening up
Public Procurement Markets:

The European Commission has continually emphasised the benefits to be obtained from an opening up of the public procurement markets in the Community namely:
☐ The introduction of EEC-wide competitive tendering for government procurement + works contracts will greatly increase the opportunities for industry to expand both on the Community and home markets. Expansion will enable economies of scale to be realised and thus costs reduced.
☐ Government will benefit from a wider choice of goods and services both in terms of quality and price. Substantial savings in governments budgets should therefore be possible.
☐ This in turn will assist with the provision of a more competitive environment for enterprise.
☐ Deliberate project splitting to come below the ceiling of 200,000 ECU.
☐ Major abuse of the procedures of the directive; the restricted and single tendering procedure has been frequently used to exclude the participation of non-nationals.
☐ The bid times allowed by the directive are too short to facilitate foreign participation.
☐ The enforcement mechanisms are inadequate.
☐ Procedures for redress where a tenderer has been discriminated against are insufficient.

However for an island state on the periphery of Europe, Ireland must of course be sure that full reciprocity is being achieved between Member States and that where we open our market to free competition that like access will be offered to Irish companies for supply and construction contracts elsewhere in the Community. The Irish public procurement market is already exceptionally open by European standards, but a number of firms are experiencing major difficulties in penetrating the public procurement markets of other EEC Member States by virtue of a variety of administrative and other obstacles.

Measures proposed by the
EEC Commission

The Commission now recognises that the 1971 'Works' directive on public sector construction contracts and the 1977 'Supplies' directive on government purchasing have not achieved their objective of opening up public procurement in the Community and are now proposing a number of measures to address this question.

PROPOSAL FOR A COUNCIL DIRECTIVE AMENDING THE 'SUPPLIES' DIRECTIVE OF 1977:

The 'Supplies' directive of 1977 was based on 3 main principles:
☐ Community-wide advertising of public supplies contracts with a value above 200.000 ECU (IR £ 143,200) so that firms in all Member States have an opportunity of bidding for them. The advertisement appears in the 'S' supplement of the Official Journal.
☐ The banning of technical specifications that tend to discriminate against potential foreign bidders.
☐ The application of objective criteria in tendering and award procedures.

Experience of the operating of this 'Supplies' directive since 1977 has shown a number of clear failings namely:

☐ Insufficient transparency to give an equal chance to all potential tenderers, in other words insufficient information on public supply contracts.

Ireland has not always been blameless in this regard. A classic case recently was the 'invitation to tender by a City Council' for the construction of a canal intended to carry water from the River Fane to a purification plant at Cavan Hill. An Irish company submitted an offer on the basing of using asbestos pipes supplied by a Spanish firm. Although the Spanish pipes were certified to ISO standards they did not meet Irish technical regulations. On 22nd September 1988 the Court of Justice found against the Irish authorities and in future such contracts will have to make reference to conforming to 'Irish regulations or equivalent European or international regulations'. The Irish technical regulations were considered to be a barrier to trade.

To deal with these failings in the operation of the directive the Commission has now proposed and the Council of Ministers have now accepted the following main changes:

☐ Open tenders which offer the widest possible access to contracts are now the rule.

☐ Restrictions are placed on the use of negociated, restricted and single tender procedures by obliging purchasing authorities to provide formal justification by way of written report of a decision to resort to these procedures.

☐ An improvement in overall transparency through obliging purchasing authorities to publish annual programmes of project purchases, together with details of contracts awarded. This of course is of great practical value to enterprises since they can in effect identify well in advance likely projects of interest to them. To be effective of course the information provided on projected purchases should indicate the nature and value of the tender and when the project is likely to be executed. To avoid a proliferation of paperwork such information is provided online in the TED (Tenders Electronic Daily) database available through ECHO in Luxembourg.

☐ The chances of suppliers who face extra difficulty because of distance are improved by a lengthering of the minimum time limits procurement authorities must allow for bids or applications to bid.

☐ The rules on technical specifications have been brought into line with the new EEC policy on standards in that technical specifications will now be defined by contracting authorities by reference to national standards implementing European standards or by reference to command technical specifications.

☐ An improved provision of statistics by Member States to the Commission in order to facilitate better control over compliance.

As in the case of the 'Supplies' directive of 1977 the proposed Commission amendment to the 'Works' directive of 1971 is in response to the manifest failure of the existing systems to ensure adequate competition in the 'Works' contract area in the Community. The EEC Commission aimed to address these failures in its amended proposal of December 1986 for a new 'Works' directive.
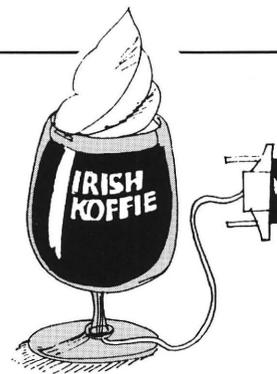
Means of redress / sanction:

Within the framework of both the 'Supplies' and 'Works' directives it has been recognised that one of the weaknesses relates to the inability of firms injured by breaches of the Community rules to seek adequate redress. Since violation of Community rules often occurs before the contract has been awarded, the Commission has recognised the need for machinery to deal promptly with violations before their effects are irreversible.

The Commission has tabled a proposal for a new directive which provides machinery for stricter control of public procurement and contract award decisions, both at national and Community level.

The Confederation of Irish Industry (CII) believes that it is important that suppliers and contractors should have an effective means of redress where breaches of Community rules occur and that this should be based on uniform provisions in the different Member States as regards time limits, penalty payments and administrative procedures.

Recognising the Commission's role in trying to ensure a real opening up of the public procurement market in the EEC the CII would support the proposal that the Commission should be able in urgent cases and where a clear infringement has been committed to ensure suspension of the award proceedings for a limited period of time. It would suggest however that such an intervention system by the Commission might initially operate on a pilot basis for 12 to 20 months with a review after this period to see how effectively it works.

Provision of information on public works and supplies contracts in the community

Clearly the implementation of Commission proposals to effect an opening up of the public markets in the Community will be of little value to companies in peripheral regions if they are not supplied with up to date information on the tenders to be awarded. Information on public works and supplies contracts both within the European Economic Community and within the GATT is supplied on a daily basis on an online information database from Luxembourg called Tenders Electronic Daily (TED).

Tenders Electronic Daily Database

In accordance with the above EEC Directives on 'Supplies' and 'Works' contracts tenders for public supplies contracts having a value of more than 200,000 ECUs (IR£ 143,200); for public works contracts having a value of more than 1 million ECU (IR£ 716,000) and for contracts coming under GATT regulation with a value greater than 130,000 ECUs (IR£/100,000) must be published in the Official Journal of the European Communities. These invitations to tender are published in all the official community languages in the 'S' supplement of the Official Journal.

Invitations to tender come not only from the 12 EEC countries but also from the 62 African, Caribbean and Pacific states associated with the EEC as well as from non associated countries carrying out projects financed by the European Development Fund. In other words notices of contracts throughout the industrialised world are published every day.

To speed up the transmission of the essential information on these tenders the entire contents of the 'S' supplement of the Official Journal are fed straight into a computer on the morning of their publication. This electronic form of the 'S' supplement is known as Tenders Electronic Daily (TED) and is available online on a daily basis in all of the Official languages of the EEC with the exception of Greek. Japanese tenders were added to the TED database in March 1984, Swedish tenders in October 1986, and it is hoped that tenders from other countries such as the USA, Canada and various GATT countries, such as Norway, Finland and Austria will be included in due course.

Electrical and mechanical engineering, consumer goods, catering, hotel management, printing, supply of fuels, water treatment, hospital equipment and construction, furniture, chemicals, data processing, electronics, acoustic design, lighting and sound equipment, educational supplies, etc – are some of the areas covered by the scope of this invaluable database.

Information is now even available through TED on past contracts with for mainly GATT countries with details such as a) who was awarded a specific contract b) the conditions and value of the contract awarded c) the number of bids made etc.

The individual invitations to tenders in the databank are coded according to the four-digit Nace Codes (general industrial classification of economic activities within the European Communities). Thus a company can specify the type of product areas of interest to them so that only tenders relevant to them are accessed.

As a result of a demonstration of the Tenders Electronic Daily database organised at Confederation House in Ireland February 1988 followed by a training day in March 1988 to teach the Common Command Language for using the database, eight companies are now themselves connected to the TED database and are using it on a regular basis.

In addition, the CII have set up a Pilot Project within the Confederation where for a limited number of companies they are, on the basis of their precise product specification, searching the database each morning and faxing to them the tenders relevant to their areas of activity. The CII sees this very much as a self-destruct operation in that where companies find the database of use to them they are encouraging them to connect directly to it.

Winning Public Procurement Contracts in Europe

Larger companies with international experience in tendering for public works and supplies contracts will be able to exploit the opportunities offered by the gradual opening of the public procurement market in the EC.

However for smaller firms, lacking experience it will not be so easy.

Possible approaches include:
1. Using the Business Cooperation Network (BC Net) recently established by the Commission's Task Force for SME's, which link up about 350 business advisers spread throughout the Community.
2. Encouraging some of the special Trading Houses to use their expertise in gaining access to EC public contracts (for Irish SME's).
3. Identifying EC trading companies already supplying into the public procurement markets in Europe.

National Public Procurement Database (Ireland)

Looking at what has been achieved at EEC level in terms of the provision of information on public works and supplies contracts in the Community and the GATT as a whole the question could now be raised as to whether or not we could not successfully devise a comprehensive data information base on public works and supplies contracts in Ireland. In the booklet 'An Outline of Government Contracts Procedures'

published by the Department of Finance in July 1986 it was proposed to institute a special supplement to the Official Gazette for the advertisement of public contract notices.

Conclusion

Within the framework of the development of an internal market by 1992 the EEC Commission is now committed to ensuring the opening up of public procurement contracts in the Community by that date.

New proposals have now been tabled in relation to those areas (transport, energy, telecommunications and water) currently excluded from the scope of the 'works' and 'supplies' directives to ensure that all public procurement will be open to Community wide competition post 1992. The key to participating in such contracts obviously will be the provision of up to date information. Such information is already available through the Tenders Electronic Daily database which provides online information on public works and supplies contracts above the value limits defined earlier. Questions are raised as to whether or not preference should be given to companies in the peripheral regions and as to whether or not small and medium sized enterprises (employing less than 50) should also be favoured in the award of public works and supplies contracts.

It is hoped that before long every Irish firm which may be affected by the creation of the internal market should have 1992 on the top of its agenda for those who have not yet done so, now is the time to begin the planning process.

New address - New subscriber

If you would like to receive "ECHO News" on a regular basis, or if you have had a recent change of address, please fill in the section below and return it to ECHO at the address above.

New address

Name _____

Address _____

_____

Former address (attach incorrect address label)

_____

_____

New subscriber

Name _____

Address _____

New - INFO address

Registered ECHO Users may now check their addresses online with the following command:
INFO ADDRESS.
Users may then notify the ECHO Customer Service should any modifications be required via the MAILBOX Service.

Nouveauté - INFO address

Les utilisateurs ECHO enregistrés peuvent désormais vérifier en-ligne leur adresse en utilisant la commande suivante:
INFO ADDRESS.
Toute modification sera notifiée au Service Clients ECHO dans la MAILBOX.

Neu - INFO Adresse

Jeder ECHO-Benutzer mit persönlichem Paßwort kann seine bei ECHO eingetragene Adresse selbst überprüfen.
Mit dem Befehl: INFO ADDRESS wird die gegenwärtig gespeicherte Adresse ausgegeben. Änderungen können per MAILBOX an ECHO gesendet werden.

Nuevo - INFO address

Los usuarios de ECHO pueden ahora controlar sus direcciones en-linea con la siguiente orden:
INFO ADDRESS.
Ademàs pueden notificar a ECHO Servicio Usuarios las modificaciones requeridas via MAILBOX Servicio.

ΝΕΑ ΕΝΤΟΛΗ

Οι χρήστες της ECHO μπορούν να ελέγχουν την διεύθυνσή τονς με την εντολή INFO ADDRESS.
Γιά οποιαδήποτε αλλαγή διεύθυνσης υπάρχει η δυνατότητα να το γνωστοποιή-σοvν άμεσα (online) στην ECHO μέσω του MAILBOX.