

## Overview of MaltaPost's USO

Service		Quality of Service (QoS)
Single Piece Letter Post (max 2 kg)		(88%, D+1), (95%, D+2), (99%, D+3)
Bulk Letter Post		(88%, D+1), (95%, D+2), (99%, D+3)
Parcels (max 20 kgs)		(95%, D+1), (98%, D+2), (99%, D+3)
Registration and Insurance of postal articles (for postal items weighing up to 20 kgs)		(95%, D+1), (98%, D+2), (99%, D+3)
Collection and delivery frequency (letters up to a max of 2 kgs)	At least one clearance and delivery 6 days per week (Monday - Saturday)	-
Collection and delivery frequency for parcels (up to a max of 20 kgs)	At least on clearance and delivery 6 days per week (Monday - Saturday)	Delivery point - Parcels delivered without charge to addressee

### Outgoing: European Union services:

- Service of ensuring that postal articles are handed over to the postal provider in the relevant EU Member State.
- Compatible with enabling the postal article to arrive within three days (85% of postal articles must arrive within three days - D+3 and 97% must arrive within five days - D+5).

### Outgoing: rest of the world:

- Service of ensuring that postal articles are handed over to the postal provider in the appropriate non-EU country
- A service compatible with enabling the item to arrive within nine days (D+9)
- Outbound Parcel Post (Loading on Airline in Malta) 95% D+1 for EU Countries, United Kingdom, Switzerland, Australia, Canada and USA, 96% D+3 for all other countries
- Outbound Registered Mail (Loading on Airline in Malta) 95% D+1 for EU Countries, United Kingdom, Switzerland, Australia, Canada and USA, 99% D+3 for all other countries

### Incoming: European Union and rest of the world:

- "Extension of foreign operators' post network into Malta" i.e. MaltaPost delivers international mail to Malta addresses.
- For incoming EU mail, 85% of mail to arrive at Malta addresses within 3 days of having been collected in another EU Member State and 97% to arrive within 5 days of being collected.
- Incoming mail arriving at MaltaPost's Office of Exchange delivered within the QoS performance targets for inland mail services.

### The following facilities for the delivery of postal articles are provided at the request of the addressee:

- *Poste Restante*
- Re-direction
- Business Reply Service
- Private delivery boxes

### Other services include:

- Certificate of Posting
- Return to Sender of Undeliverable Mail
- Withdrawal of Postal Article before delivery to the addressee
- Advice of Delivery of Registered Letters
- Certificate of loss or damage
- Provision of a national post code system

### Free Services:

Domestic and International services for blind a partially sighted person:

Up to 7 kg, for certain eligible items related to blindness or partial sightedness

<b>Postal Outlets:</b>	<p>Minimum of 59 postal outlets providing 'basic counter services'.</p> <p><i>A postal outlet providing basic counter services may include a Post Office operated by the USP or sub-post offices operated by third parties and the facilities provided to deposit bulk mail.</i></p>
<b>Public letterboxes:</b>	<p>A letterbox as near to each town or village centre as practical:</p> <ul style="list-style-type: none"><li>- In localities where the population density is higher than the national average not less than 98% of users of postal services should be within 400 m of a letterbox.</li><li>- In localities where the population density is lower than the national average not less than 98% of users of postal services should be within 800 m of a letterbox.</li></ul>