



# **Postal Services A General Guide for Consumers**

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**10** YEARS OF REGULATION **2001-2011**

## FORWARD

The Malta Communications Authority (MCA) is the national authority responsible for the regulation of electronic communications (telephony, Internet and broadcasting transmission), eCommerce and postal services.

One of its main objectives in regulating these sectors is to safeguard the interests of consumers.

It fulfils this role by:

1. working, together with service providers, to address issues concerning consumers and to ensure that any relevant obligations are complied with;
2. collaborating with the Consumer and Competition Division, which is responsible for ensuring that service providers abide by general consumer protection rules; and
3. raising awareness regarding matters of direct interest to consumers.

## OBJECTIVES

This guide aims to inform you about:

1. the factors you should consider before deciding what mail service you need to use;
2. the general principles to follow when addressing your mail;
3. the considerations you need to take into account when sending and receiving mail;
4. the steps you need to take when lodging a complaint with your service provider; and
5. how the MCA can help you when you have unresolved difficulties regarding a particular postal service.

## INTRODUCTION

The MCA regulates the postal sector and ensures that the following postal services<sup>1</sup> are available throughout the Maltese Islands at affordable prices:

1. one collection from appropriate access points or letter boxes;
2. one delivery to all addresses, every working day, for postal articles, including books, catalogues, newspapers, periodicals and parcels and packages up to 20 kilograms; and
3. services for registered and insured items.

Currently MaltaPost plc (hereafter referred to as MaltaPost) is the operator responsible for providing these services across Malta and Gozo. It is compensated for having this obligation by having the exclusive right to provide postal services for letters and parcels under 50 grams. This right will expire on 31 December 2012 when the market will be fully opened to competition.

Premiere Post Ltd and DHL International are also licensed to provide postal services in Malta, similar to those provided by MaltaPost. However until the end of 2012, they can only provide services in relation to letters and parcels weighing 50 grams or over.

All postal articles<sup>2</sup> handled by the operators who provide the above services must display a postmark, both to reflect the date of posting and to identify the operator responsible for the delivery of the postal article.

At present, there are also a number of other authorised agencies that are providing other postal services, such as courier and express services. Please refer to the MCA's website for an updated list of such agencies.

## DISCLAIMER

Most of the postal services that will be mentioned in these guidelines are currently provided by MaltaPost, mainly because of its designation as the Universal Service Provider and thus has obligations to provide a number of services, referred to as universal postal services [Refer to Appendix A for a full list of these services]. When full liberalisation of the postal sector takes place by the end of December 2012, these guidelines may need to be updated to reflect the changed scenario. Furthermore, these guidelines should only be used for reference purposes and in no way replace the legal obligations as imposed by law and should therefore not be taken as legal advice.

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1 "Basic services" refer to one collection from appropriate access points and one delivery to all addresses, every working day, for postal articles and packages up to 20 kilograms, together with services for registered and insured items, all at affordable prices).

<sup>2</sup> Besides articles of correspondence, the term "postal article" also includes books, catalogues, newspapers, periodicals and parcels.

## WHAT ARE YOU MAILING?

Several mailing services are available to suit your every need depending on the type of postal article itself (whether fragile/valuable/heavy, etc) and time-constraints, if any, for a postal article to reach its final destination. Therefore, it is important to identify what postal service is most appropriate for you, before sending your mail, to benefit from the full range of services available and to make sure that you apply the correct postage rate. If in doubt, check the applicable postage rates online. **You should be aware**, that if a postal article carries insufficient postage, the addressee will be obliged to settle **up to double** the shortfall in postage. Furthermore, if the addressee is not available to accept the postal article in question and settle the shortfall, delivery will definitely be delayed and the postal article may even be returned to you or may remain undelivered if no return address had been provided.

## ORDINARY MAIL

- LOCAL

All local mail posted before 1900hrs between Monday and Friday and 1500hrs on Saturdays will be processed on the same day and delivered on the following working day<sup>3</sup>.

- INTERNATIONAL

Outbound international mail that is posted before 1900hrs between Monday and Friday and before 1500hrs on Saturday in the Maltese Islands is collected, processed and dispatched to its destination (loaded on aircraft) on the following working day to any EU country, Australia, Canada, USA, Brazil, Israel, Japan, Ukraine, Iceland, Switzerland and New Zealand and following three working days for all other countries.

International postage rates vary. Refer to the airmail country zones on **MaltaPost's website for the current rates.**

### DID YOU KNOW?

Prior to the start of every calendar year, MaltaPost requests the MCA to consider its requests for the company-wide shutdowns they envisage will take place during the following year. The MCA reviews each proposed date and when, and if, it deems them to be justified, it issues its approval, provided that overall quality of service levels are maintained and subject to a minimum of three (3) to five (5) working days advance notice to the general public. MaltaPost complies with this obligation by means of press notices in the media, notices displayed prominently throughout its branch network and nationwide delivery of a flyer.

<sup>3</sup> Correct at the time of going to print

## BULK MAIL

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If you present 50 articles or more<sup>4</sup> for posting, you may use a Bulk Posting Service. This eliminates the need for you to affix stamps.

MaltaPost can provide you with more information regarding their bulk posting service.

## REGISTERED MAIL

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If you need proof that a postal article has been delivered, whether locally or overseas, you would need to use the Registered Mail Service, which requires the signature of the recipient upon delivery of the postal article.

You would need to call at any post office during retail opening hours and request this service. Counter staff will stick a bar-coded label containing a unique registration mail number (for example, RR 123456789 MT) on your postal article. A copy of the same bar-coded label is attached on a 'Registered Mail Card' and handed over to you, after being date-stamped. Keep this card just in case you would need to make an enquiry on the registered item or should you need to prove that you have purchased the service.

You will be issued with a VAT receipt and stamps, equivalent to the sum that you have paid, will be affixed to your postal article. The actual charge of postage varies and depends both on the weight of the item as well as the destination.

At an additional charge, you can choose to receive an 'Advice of Receipt' (AR) Card. This will be signed by the recipient<sup>5</sup> at the delivery address upon receipt of the postal article and posted back to you as the sender.

If when posting a **local** registered postal article, you did not ask for an AR card, and later realise that you do need to know when your item was delivered and who signed for it, you can always ask for 'Proof of Delivery'. At an additional charge, the postal service provider will give you a copy of the recipient's signature, as well as an official letter stating the date of delivery. **This service is not available for international mail.** The postal services operator currently offering this service, MaltaPost, entertains requests up to six months from date of posting.

**This operator also allows you to** track your registered postal article by selecting the Track and Trace feature on its website. More information in this regard is available on page 13.

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<sup>4</sup> Postal articles must be of the same size and weight and need to be presented in bundles of 50

<sup>5</sup> In this case, the recipient is any person at the delivery address and is not necessarily the addressee

## PARCEL POST

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- When you are posting a parcel, make sure that all items are properly wrapped. Soft items, like small items of clothing, can be mailed in padded envelopes, or in what are commonly known as *Jiffy Bags*, that are stocked by leading stationers.
- When solid or breakable items are purchased in custom-made boxes, you can just wrap the box in thick brown paper and then tie it securely with strong string or twine. You can also use tape to secure the edges and corners of the box but tape should never be used to cover the whole surface area of a parcel because doing that would increase the chances of the parcel being damaged or tampered with.
- If the item you wish to post does not have its own box, an alternative should be found closest in size to the item being mailed.
- Fill any extra space in the box with crushed newspapers, straw or polystyrene to prevent the item from moving around whilst in transit and possibly getting damaged.
- Make sure you write the addressee and mailing address, as well as your sender details, clearly on the parcel, preferably in block capitals, using a ballpoint or felt pen. If the package is fragile, make sure you clearly mark it as such and also point it out to the counter staff when mailing the item.
- You will need to fill up certificates and documents as may be required by the law of the receiving country or as otherwise directed by the postal operator. In all instances, you must give a detailed description, which must be clearly visible, of the item/s you are mailing.
- You should also affix a CN 22 form (customs declaration form) on postal articles not exceeding the value of 300 SDR<sup>6</sup> (approximately €337.45<sup>7</sup>) and a CN 23 form in the case of postal articles exceeding the value of 300 SDR.
- In order to avoid any complications for the release of the postal article in the receiving country, you must fill in all the information requested in the forms (CN22 and CN 23) and must always declare the correct value of the article because the ultimate responsibility for the contents and value of the article remains yours.
- You should indicate your preferences in instances of non-delivery on the form supplied. If mailing-back is requested, remember that you will have to pay for

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<sup>6</sup> International monetary fund accounting unit that is used as the monetary unit of the Universal Postal Union for standardisation purposes.

<sup>7</sup> Euro equivalent as at 21.10.2010, and is subject to exchange rate variations.

this return service, because the tariff you will be paying is for one-way service only.

## NEWSPAPER POST

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Publications falling within the definition of newspaper post<sup>8</sup> are transmissible by post at specially reduced rates. Such publications must be printed locally and must be prominently marked as "Newspaper Post". You will need to fill in the relevant form as provided by the service provider and pay an annual fee. You must also satisfy certain conditions that are indicated by the service provider, currently MaltaPost.

Publications should be wrapped or enclosed in such a way that the contents can be easily examined without damaging the envelope or contents.

## EXPRESS and COURIER SERVICES

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Express mail sent through express mail or courier service providers are accelerated postal services characterised throughout by a degree of speed, tracking and managerial control that exceed that applied to the fastest standard category of the basic universal letter post and parcel services. The distinguishing characteristic of a courier service provider is that it focuses on the delivery of express postal articles in which the postal article is in the possession of an employee of the company at all stages of its journey. **Express mail** services are ideal for those who require fast and secure worldwide delivery of mail, be it for important letters, documents or parcels.

Express mail services are different from ordinary mail services because they are faster and more secure. Many agencies offering express mail services also offer guaranteed delivery times. Before selecting the most appropriate express service provider, check what the delivery times are and whether these are guaranteed or not. If an item is not delivered by the pre-agreed time, you could be entitled to reimbursement of costs. Charges and delivery times are based on the weight and size of the item and the final destination.

Like registered mail, you are also given the option of tracking your postal article and can also ask for the signature of the recipient upon delivery. Therefore this type of service is ideal when sending important documents or parcels that need to reach their destination within a specific timeframe, to both EU and non-EU countries. [Refer to Appendix B for a full list of EU Member Countries]

### Remember to check:

- what items are prohibited and cannot be posted;
- under which circumstances you can be refunded the postage paid or claim compensation;

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<sup>8</sup> To qualify for specially reduced postage rates, publications must be, amongst other things, of Maltese origin, printed at regular intervals and consist of printed paper sheets without substantial binding.

- whether you can insure your postal article, how the insured value of the document/item is worked out and the associated insurance policy;
- other administrative conditions.

Being aware of these conditions will help you select the most appropriate express service provider, depending on the value of your item, the level of security you require and the most suitable delivery times. Postage rates and conditions of carriage can be obtained directly from the service providers or downloaded from their websites.

This type of service offers compensation in the event of loss or damage of the item. Moreover, you have the option of purchasing additional insurance depending on the declared cost of the item to be sent overseas. As with all claims for compensation, there are specific procedures, time limits, and qualifying conditions to be followed. It is therefore important to always read the terms and conditions carefully before subscribing to this, or any other, service. When in doubt, contact the service provider for more information.

## SENDING MAIL

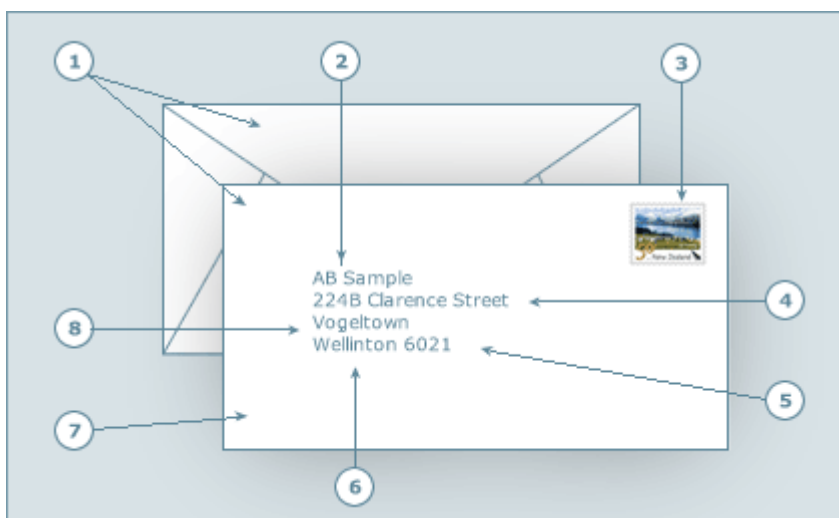
### HOW TO ADDRESS LETTERS and PARCELS

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In order to ensure that your mail gets delivered promptly and correctly, it is important to address and stamp the envelope or parcel accurately.

- Write the address, parallel to the longest side of the envelope. Start to write on the left hand side of the envelope, following this sequence :

- 1<sup>st</sup> line: Name of addressee
- 2<sup>nd</sup> line: House/flat name and/or number + Street/Square name
- 3<sup>rd</sup> line: Town/City
- 4<sup>th</sup> line: Postcode
- 5<sup>th</sup> line: Country name



When addressing a letter to an organisation or company:

- 1<sup>st</sup> line: Company name
- 2<sup>nd</sup> line: Attention (Att.) note (if necessary)
- 3<sup>rd</sup> line: Area (if necessary, for example: Industrial Estate)
- 4<sup>th</sup> line: Door number
- 4<sup>th</sup> line: Street/Square name
- 5<sup>th</sup> line: Town/City
- 6<sup>th</sup> line: Postcode
- 7<sup>th</sup> line: Country name

- The address must be legible at arm's length. So, if the address is written by hand, and not typed, write clearly, forming your letters carefully, using a ballpoint or a pen.
- Including the postcode will avoid delays and/or mis-delivery of your mail. Note that the postcode<sup>9</sup> must be written on a separate line. Under the current postcode system, introduced in 2007, the locality is first distinguished by a 3-letter code (for example FRN = Floriana). This is followed by a 4-digit code: the first 3 digits serve to indicate the street code<sup>10</sup> and the last digit refers to the street unit<sup>11</sup>.
- If you need to double-check any local postcode, simply log on to MaltaPost's postcode finder at the following link: <http://postcodes.maltapost.com/> or call Freephone number: 80072244.

<sup>9</sup> The postcode is an essential element of an address, because it helps in the sorting and distribution of postal articles.

<sup>10</sup> Each street has a 3-digit code.

<sup>11</sup> Each street is divided into units (from 0 to 9) so as to indicate the various parts/segments of the street.

- When posting international mail, do not forget to include the foreign postcode, if you know it. Always remember to use capital letters when you write the name of the country on the last line of the address, so that it will stand out.
- If you are using a PO Box address (for example: PO Box 23), there is no need to include a street number and/or name as well.
- Make sure you write a full name and return postal address on the back of the envelope. The sender's address is very important should the postal article need to be returned, or should you need to be contacted by your postal service provider.
- Affix the correct postage stamp in the top right-hand corner. Cancelled stamps, that is, stamps that have been marked by the postal service provider to indicate that a stamp has been used for postage, cannot be reused. Double check postal rates.

## KEEPING MAIL SAFE

- You must not post any item which is prohibited, or which include items that are dangerous, explosive or illegal, or which are listed on MaltaPost's website at the following link:  
<http://www.maltapost.com/filebank/documents/ListCustomsProhibitedArticles.pdf>  
These lists are updated regularly.
- Although some of the items listed may seem harmless to you, they can become dangerous when being transported. **Remember** it is your responsibility to check whether an item is prohibited or not and acceptance by the postal operator does not free you of this responsibility.

## RECEIVING MAIL

### CORRECT LETTERBOX SPECIFICATIONS

The MCA strongly recommends that your letterbox conforms with European standard dimensions as indicated below:



Ideally, select a letterbox that satisfies your personal postal needs. If, for example, you frequently receive small parcels or glossy periodicals, you would need a letter-box that is large enough to take such postal articles.

Each household should have its own letterbox, which must be clearly marked and must be easily accessible to the postal operator from the street. It therefore follows that your letterbox **cannot** be behind closed doors and **cannot** be shared with other households.

## ORDINARY MAIL

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- INTERNATIONAL

Inbound international mail that arrives in Malta before 1900hrs between Monday and Friday and before 1700 hrs on Saturday is processed on the same day and delivered on the following working day.

## REGISTERED MAIL

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When a registered postal article is delivered to your address, you are required to sign for receipt of the letter as proof of delivery. If there is no one at the household or business address to respond to the postman's call, a notice is left in the letterbox and the postman will try to deliver the registered letter on the following working day. If the second attempt is unsuccessful, the registered postal article will be forwarded to your local post office and you will need to collect it yourself. The sender of a registered postal article is not obliged to identify himself and similarly you have the right to refuse its delivery.

On the other hand, traffic contraventions and other judicial-related notices are handled differently. Two attempts will be made to deliver such a postal article to your address. If there is no response to the second attempt, the said postal article will be posted at your address. If, on the other hand, you choose to refuse delivery, the postal operator is obliged to leave the letter as close as reasonably possible to your address and the postal article is thus considered to have been delivered

## PARCEL POST

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- A single attempt is made to deliver your incoming parcels originating from EU countries. If no-one is available, a green<sup>12</sup> or yellow<sup>13</sup> notice is left advising you that an attempt to deliver a parcel at your address has been made.
- On the reverse side, the notice will list a variety of options you can choose to retrieve your postal article in the least possible time.

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<sup>12</sup> Green notices refer to ordinary postal articles. They are left for your attention by the postal operator whenever you are not home and the postal article does not fit into your letterbox

<sup>13</sup> Yellow notices refer to bulky postal articles. They are left for your attention by MaltaPost's couriers after an unsuccessful delivery attempt.

- If a parcel is not delivered or otherwise collected by you within 30 working days from the date of posting of initial notice, you will be notified again. But if you still fail to collect the parcel within another month, the parcel will be returned to sender or country of origin.
- If an incoming parcel originates from a non-EU country and is believed to contain articles liable to Customs duty, you will receive a notice asking you to collect that particular parcel from a specific location.
- When you are collecting a postal article from any postal branch, you are to present a recognised form of identification together with the notification you had received. If another person is collecting on your behalf, they may need to present their identification together with yours.
- When you are collecting postal articles liable to Customs duty, you will also have to provide a printed invoice, showing description and value of the contents. If you operate a business entity, you will also be asked for your VAT number.

## **EXPRESS and COURIER**

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When you are not at your postal address to receive a postal article sent by express mail or courier, generally a notice is left and another delivery attempt will be made on the following working day. If the second attempt is also unsuccessful, the article will be held at the service providers' offices awaiting collection.

If you do not wish to collect directly, there are a number of other options available to you, including opting for courier delivery to any other given address.

When a postal article sent by express mail or courier originates from a non-EU country and is believed to contain articles liable to customs duty, you will be asked to effect collection from the service providers' offices, against presentation of additional documentation.

***Note: it is advisable that consumers refer to the related terms and conditions of service with the said service provider as the above-mentioned procedures may vary from one provider to another.***

### **Incoming express mail from an EU country**

- First, an attempted delivery is made by courier staff.
- If delivery is unsuccessful, the courier operator will post a notification at your address, informing you that another attempt will be made on the following working day.
- If this attempt is also unsuccessful, the postal article will have to be collected.

## Incoming express mail from a non EU country

- Such an article is subject to customs inspection. However, you will still be advised on the same day the article is received.

## POSTAL SERVICES SCHEMES

As mentioned previously, some of the services described above are presently only provided by MaltaPost given its current designation as the Universal Service Provider. Given this position, MaltaPost is obliged to publish postal service schemes, which essentially are the terms and conditions of the regulated services it provides. These schemes should contain the following information;

1. the charges which are to be imposed in respect of the postal service concerned;
2. terms and conditions associated with that service; and
3. the procedure for dealing with complaints.

To date, the following postal service schemes have been published by MaltaPost,

1. business reply service;
2. newspaper post;
3. post office box;
4. private posting box;
5. redirection of mail;
6. temporary mail custody;
7. posting and delivery requirements;
8. bulk posting;
9. franking of postal articles; and
10. registered postal articles.

For further information on these schemes, please visit MaltaPost's website at

<http://www.maltapost.com/page.asp?p=9472&l=1>

It is important to note however, that other postal service operators are not obliged to publish similar schemes.

## OTHER PRODUCTS AND SERVICES

### REDIRECTION OF MAIL

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If you are moving house or business, you may wish to avail yourself of a Redirection Service to ensure that your mail is delivered to your new address. You would need to fill in an application form, which can be downloaded from the service provider's website or collected from any Branch. The form must be signed by the person or persons to whom the postal articles are addressed and the individual presenting the redirection form should also present the identity cards of all the individuals listed on the said form. A request for the redirection of mail is valid for one year.

You may need to present additional documents if requesting redirection of mail addressed to a deceased person. Do consult with your service provider for further details.

### TEMPORARY MAIL CUSTODY

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If your business outlet is closed for shutdown, or if all family members are away for a limited period of time, you may wish to opt for the Temporary Mail Custody Service your mail will be held at the postal operator's offices for a maximum period of two (2) months.

The relative form must be filled in and handed in personally at one of the service provider's branches against presentation of your I.D. card. Collection of held mail will also be against presentation of a recognised form of identification.

### POST OFFICE (P.O.) BOXES

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If you would like an alternative address to receive your letters and packets, you can choose to rent a P.O. Box at your local Branch and collect your mail during normal retail hours. Rental charges are applicable on a yearly basis, depending on the size of the P.O. Box. A one-time, refundable deposit is also made on the key. You can download a form from MaltaPost's website or fill one in at any Branch.

### MONEY & POSTAL ORDERS

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You may wish to use local and foreign Money Orders<sup>14</sup> to settle payments. Money orders are available in Euro and in different currencies for the following countries:

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<sup>14</sup> A money order is similar to a cheque with the exception that funds are not drawn from your personal bank. You can only get money orders from a post office and they are paid for up front,

- Bangladesh
- Egypt
- India
- Pakistan
- Poland

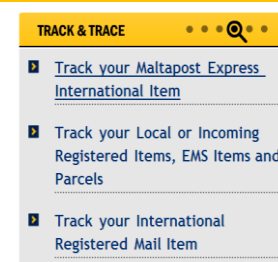
You will need to fill in part of the Money Order form and the rest is completed by the Counter Clerk.

On the other hand, Postal Orders are **only** available in Pounds Sterling because they are issued by Royal Mail. It is a service that is only available to countries within the Commonwealth.

Although not illegal, it is advisable that one does not send cash by mail. If you have no alternative option it is recommended that you insure the mail item.

## TRACK AND TRACE SERVICES

You can also track registered postal articles using the International Courier Service by either selecting the Track and Trace feature on MaltaPost's home page and inputting, as directed, the 13-digit number under the barcode and pressing SEARCH or otherwise by calling MaltaPost Customer Care on telephone 21224421, or by emailing [customer care@MaltaPost.com](mailto:customer care@MaltaPost.com) and quoting said number. The range of tracking information (including final delivery) depends of tracking capability of the receiving postal operator.



## POSTAGE PAID ENVELOPES

Should you wish to avoid buying and affixing stamps, it is possible to buy envelopes, with a pre-printed stamp. These are available from any Postal Branch. These envelopes are available, in white or window format, and can be customised too. Each pack contains 20 envelopes. These Postage Paid Envelopes can only be used for local postage.

## LODGING A COMPLAINT WITH YOUR POSTAL SERVICE PROVIDER

If you are not satisfied with the service you have received, you should first approach your postal services provider in order to resolve the matter.

**Remember these points when making a complaint with your postal services provider:**

- 1. Clearly identify what the problem is** and the desired outcomes from lodging your complaint.
- 2. Support your case** with copies of any relevant documentation. Remember you should always retain copies of any correspondence or official documentation, such as contracts, bills and so on.
- 3. Keep notes of what you do**, whom you speak to, any relevant dates and what they said or promised to do.
- 4. Record the date and time** when you made your complaint and the reference number, if one was assigned to you.
- 5. Give the postal services provider a reasonable time** in which to resolve your complaint.

## LODGING A COMPLAINT WITH THE MCA

If, after exhausting your postal service provider's complaint-handling procedures, you still feel that your complaint was not adequately addressed, we may be able to help you. We may not always have the faculty to determine whether your complaint is justified and impose a solution, but we can mediate between you and your service provider to assist you in reaching a satisfactory resolution.

We can provide you with all the relevant information on the matter, so that you will have a better understanding of what the postal service provider's obligations are, what your rights are and the possible courses of action available to you.

We invite you to visit our website for more information on our complaints handling procedure at [www.mca.org.mt](http://www.mca.org.mt).

## Appendix A: List of Universal Postal Services

Universal Postal Service	Specific Conditions under which the service must be offered by the USP
<b>Inland Mail</b>	
Letters	The clearance, sorting, transport and distribution of postal articles up to 2kg.
Bulk Mail	Bulk letter mailing services
Postcards	
Printed Papers	Weight limit for printed papers is 2kg but packets of books or pamphlets up to 5kg may be sent as printed papers.
Direct Mail	Direct mailing service
Locally Registered Newspapers	
Parcels	The clearance, sorting, transport and distribution of postal parcels up to 20 Kg
Articles for the use of the blind	Including parcels containing solely articles for the blind
Business reply service	
<b>Secure and Support Services (to Inland Mail)</b>	
Re-direction to other addresses	The service starts to be offered within a maximum period of ten (10) working days after a request in writing and the necessary documentation is received.
Re-direction to PO boxes	
Registration and insurance of postal article	To be offered at all post offices and sub post offices for postal articles The facility to track and trace registered postal articles.
Certificate of posting of unregistered postal article	
Advice of Delivery of a registered letter	
Certificate of loss or damage	
Renting of P.O. box	
Withdrawal of Postal Article	On receiving a request by a sender to withdraw a postal article, the USP would grant such a service within a maximum period of 24 working hours, subject to the confirmation that the request is made by the real sender.
Poste Restante (this is a service whereby a postal article is addressed to a specific post office in Malta to be called for by the addressee)	This service shall be offered to: (a) travellers, tourists and foreigners of no fixed abode; (b) persons who reside within an area which is not accessible for delivery by postman; and (c) persons who in the opinion of the USP cannot for a good and sufficient reason conveniently receive their correspondence by postman or through a private delivery box.  The caller of <i>poste restante</i> shall furnish proof of his identity and any other particular that may be reasonably required by the addressee.
<b>Inbound Cross Border Mail</b>	

<b>Universal Postal Service</b>	<b>Specific Conditions under which the service must be offered by the USP</b>
Letter and other postal articles	This includes postal items up to 2 kg and includes also registered articles.
Parcels (2kg to 20kg)	
<b>Secure services for Inbound Cross Border Mail</b>	
Redirection to other addresses	The service starts to be offered within a maximum period of ten (10) working days after a request in writing and the necessary documentation is received.
Redirection to P.O boxes	
<b>Outbound Cross Border Mail<sup>15</sup></b>	
Letters	
Parcels	
Postcards	
Printed Papers and small packets	
Periodicals (locally registered)	
<b>Secure and Support Services (to the outbound cross border mail)</b>	
Registration of postal article	To be offered at all post offices and sub post offices (registered and insured service is specified by the European Postal Directive) The facility to track and trace registered postal articles.
Certificate of posting of unregistered postal article	
Advice of delivery of a registered letter	
Certificate of loss or damage	
Withdrawal of postal articles	
Re-direction to other addresses	The service starts to be offered within a maximum period of ten (10) working days after a request in writing and the necessary documentation is received.
Re-direction to PO boxes	

<sup>15</sup> The USO includes the requirement to provide universal cross-border services, which means that the USP must arrange for postal articles to be conveyed to overseas countries and delivered by universal service providers in those countries and it must receive postal articles from universal service providers in other countries and deliver them in Malta.

## Appendix B: List of EU Member Countries.

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- Austria
- Belgium
- Bulgaria
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- The Netherlands
- Poland
- Portugal
- Republic of Ireland
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- United Kingdom