

## Annex

### Universal postal service quality indicators

1 - The quality indicators for the universal postal service provided for in article 5 are as follows:

a) Transit time for Non-Priority Mail (D+3)

Defined as the average rate of letters sent to any location of the national territory as non-priority mail, that reach their destination within 3 working days of having been posted in any mail receiving point, taking as reference the total amount of letters conveyed.

			2008-2010	
N.º	Description	RI%	Min	Targ
QSI1	Transit time for Non-Priority Mail	45,0	95,5	96,3

b) Transit time for Priority Mail (D+1) - Mainland

Defined as the average rate of letters sent to any location of the Mainland as priority mail that reach their destination within 1 working day of having been posted in any mail receiving point, taking as reference the total letters conveyed.

			2008-2010	
N.º	Description	RI%	Min	Targ
QSI 2	Transit time for Priority Mail - Mainland	15,0	93,5	94,5

c) Transit time for Priority Mail (D+2) - MAM

Defined as the average percentage of letters sent to any location of the Mainland and Autonomous Regions of Azores and Madeira (and vice-versa) or between the latter, referred to as MAM flows, sent as priority mail, that reach their destination within 2 working days of having been posted in any mail receiving point, taking as reference the total amount of letters conveyed.

			2008-2010	
N.º	Description	RI%	Min	Targ
QSI3	Transit time for Priority Mail - CAM	4,0	84,0	87,0

d) Non-priority mail not delivered within 15 working days

Defined as the number of letters sent to any location of the national territory, as non-priority mail, which are not returned and which do not reach their destination within 15 days of having been posted in any mail receiving point, per one thousand letters conveyed.

				2008-2010	
N.º	Description	RI%	Min	Targ	
QSI4	Non-priority mail not delivered within 15 working days (per one thousand letters)	5,0	2,3	1,4	

e) Priority mail not delivered within 10 working days

Defined as the number of letters sent to any location of the National territory, as priority mail, which are not returned and which do not reach the destination within 10 working days of having been posted in any mail receiving point, per one thousand letters conveyed.

				2008-2010	
N.º	Description	RI%	Min	Targ	
QSI5	Priority mail not delivered within 10 working days (per one thousand letters)	3,0	2,5	1,5	

f) Transit time for Newspapers and Periodicals (D+3)

Defined as the average percentage of objects representing the category of newspapers and periodicals sent to any location of the National territory, which reach their destination within 3 working days of having been posted in any mail receiving point, taking as reference the total amount of objects conveyed.

				2008-2010	
N.º	Description	RI%	Min	Targ	
QSI6	Transit time for Newspapers and Periodicals	11,0	95,5	96,3	

g) Transit time for Intra-community Cross-border Mail (D+3)

Defined as the average percentage of intra-community cross-border letters, sent to and from Portugal as international priority mail, which reach their destination within 3 working days of having been posted in any mail receiving point, taking as reference the total amount of letters conveyed.

The annual QSI7 value corresponds to the average value of the last twelve months ending October of the year to which it relates.

			2008-2010		
N.º	Description	RI%	Min	Targ	
QSI7	Transit time for Intra-community Cross-border (D+3)	3,5	85,0	88,0	

h) Transit time for Intra-community Cross-border Mail (D+5)

Defined as the average percentage of intra-community cross-border letters, sent to and from Portugal as international priority mail, which reach their destination within 5 working days of having been posted in any mail receiving point, taking as reference the total amount of letters conveyed.

The annual QSI8 value corresponds to the average value of the last twelve months ending October of the year to which it relates.

			2008-2010		
N.º	Description	RI%	Min	Targ	
QSI8	Transit time for Intra-community Cross-border Mail (D+5)	3,5	95,0	97,0	

i) Transit time for Non-priority Parcels (D+3)

Defined as the average percentage of parcels sent to any location in the National territory, as non-priority parcels, which reach their destination postal establishments within 3 working days of having been posted in any mail receiving point, taking as reference the total amount of parcels conveyed.

			2008-2010		
N.º	Description	RI%	Min	Targ	
QSI9	Transit time for Non-priority Parcels	5,0	90,5	92,0	

j) Waiting time at Post Establishments

Defined as the average percentage of people served at different front-desk points, namely, post offices, postal agencies and post office outlets, the waiting time of which does not exceed ten minutes. The waiting time is measured from the moment the customer starts waiting in a queue to be served until he/she is actually served, for the period front-desk points are opened, and concerns the provision of services under this Convention.

			2008-2010		
N.º	Description	RI%	Min	Targ	
QSI10	Waiting time at Post Establishments	5,0	75,0	85,0	

## 2 – Compensation mechanism provided for in article 5:

2.1 – The compensation for non-compliance with levels of quality of service is reached by applying a deduction to the maximum variation of prices of reserved services allowed for the year subsequent to that in which the non-compliance took place, up to 1% at the most, in favour of all users of such services. The deduction shall be calculated as indicated below in point 2.2:

### 2.2 – Calculation of the deduction provided for in point 2.1

#### 2.2.1 - Deduction associated with the Overall Quality of Service Indicator (OQSI)

The Overall Quality of Service Indicator (OQSI) is calculated as follows:

a) Classification on a scale from 0 to 100 for each QSI, in which 100 corresponds to fulfilment of the target, 0 to failure to achieve the minimum level and scores from 0 to 100 correspond to intermediate classifications between the minimum and target values. The score may exceed 100, where the target has been exceeded, in proportion to the positive deviation from the target.

The following scores shall be deemed as failure to achieve the minimum level:

- 0.1% below than the minimum level, when the QSI is expressed as a percentage (QSI 1 to QSI 3 and QSI6 to QSI10);
- 0,1‰ above the minimum level, for QSI4 and QSI5.

b) Multiplication of the classifications achieved in a) by the relative importance (RI) of each QSI;

c) The OQSI corresponds to the sum of classifications obtained in b).

Where the OQSI is 100 or more no deduction shall be applied.

Where the OQSI is less than 90 the maximum deduction shall be applied.

Where the OQSI score is between 90 and 100, the deduction shall be applied proportionately.

#### 2.2.2 - Deduction associated to the failure to achieve the minimum levels of each QSI.

Where any QSI is lower than the minimum acceptable levels, the deduction shall correspond to the relative importance of the QSI (RI) multiplied by the maximum deduction.

Where the OQSI is lower than 90, the deduction associated to the various QSI shall not be applied.

#### 2.2.3 – Total applicable deduction

The total deduction applied shall be determined as follows:

- a) Where the OQSI is 100 or higher, the deduction shall correspond to the deduction associated to the non-compliance with the minimum values of the various QSI;
- b) Where the OQSI is lower than 100, the deduction shall correspond to the sum of the deduction associated to the OQSI and the deductions associated to the non-compliance with the minimum levels of the various QSI, up to a maximum of 1%.

2.3 – In exceptional situations duly substantiated by CTT, related to operational difficulties in implementing price reductions, the operator may request from ICP-ANACOM the application, in alternative to the compensation referred in point 2.1., of a financial compensation in favour of users. The specific details concerning the implementation of this compensation in the scope of reserved services must be previously approved by ICP-ANACOM , in view of the principle of universality, and the respective financial value shall correspond to the reduction of revenues of reserved services that would result from the application of the compensation provided for in point 2.1.

2.4 – The substantiated request referred in 2.3 shall be submitted by CTT in writing, within at the most 15 days from the decision taken by ICP-ANACOM as regards the application of the compensation mechanism for non-compliance with levels of quality of service or any equivalent measure. This request shall attach a proposal to apply the compensation mechanism pursuant to point 2.1, together with a proposal on specific details of financial compensation.

2.5 – It is incumbent upon ICP-ANACOM to grant or to reject the request mentioned in points 2.3 and 2.4, the respective decision, duly substantiated, being notified to CTT within at the most 20 working days from the reception thereof.