

**Report on the levels of quality of the Universal Postal Service of CTT - Correios de Portugal, S.A., with reference to the year 2008, for the purposes of paragraph 7 of article 8 and paragraph 3 of article 22 of Law No 102/99 of 26 July, as amended by Decree-Law No 116/2003 of 12 June**

Whereas:

- i) in accordance with paragraph 7 of article 8 of Law No 102/99 of 26 July, as amended by Decree-Law No 116/2003 of 12 June, ICP - Autoridade Nacional de Comunicações (ICP-ANACOM) as the regulatory authority of the postal sector and independently from CTT - Correios de Portugal, S.A.(CTT) as universal service provider, is bound to undertake verification of the levels of quality of service actually offered, the results of which verification shall be published at least once annually in a report;
- ii) the Quality Convention of the Universal Postal Service, concluded on 10 July 2008 between ICP-ANACOM and CTT, pursuant, inter alia, to paragraph 5 of article 8 of said Law No 102/99 of 26 July, established indicators of quality of service to be provided by CTT in 2008;
- iii) pursuant to paragraph 3 of article 22 of the same Law, ICP-ANACOM is bound to ensure that the universal service provider publishes information on the overall number of complaints and on the way in which these complaints were handled, together with the annual report on the verification of the levels of quality of service actually offered by CTT;
- iv) ICP-ANACOM conducted an audit of the indicators of quality of service and of the complaints system of CTT, with respect to the year 2008;
- v) this audit was performed by an entity which is independent of CTT;
- vi) conclusions of said audit have been taken into consideration<sup>1</sup>,

ICP-ANACOM hereby declares, for the purposes of paragraph 7 of article 8 and paragraph 3 of article 22 of Law 102/99 of 26 July 26, as amended by Decree-Law No 116/2003 of 12 June, with respect to the system of monitoring the indicators of quality of service<sup>2</sup> and of the complaints system of CTT - Correios de Portugal, S.A. which were applicable in 2008:

- (i) Subject to the limitations identified in terms of the sample and points of improvement of the monitoring system, the validity of the values of QSI1, QSI2, QSI3, QSI4, QSI5, QSI9 and QSI10 reported by CTT to ICP-ANACOM is confirmed;

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<sup>1</sup> Which are the sole responsibility of the entity which conducted it and independent from the conclusions of ICP-ANACOM on the system of monitoring the indicators of service quality and of the complaints system of CTT.

<sup>2</sup> QSI1 - Transit time for Non-Priority Mail (D+3)

QSI2 - Transit time for Priority Mail - Mainland (D+1)

QSI3 - Transit time for Priority Mail - CAM (D+2)

QSI4 - Priority mail not delivered within 15 working days (per one thousand letters)

QSI5 - Priority mail not delivered within 10 working days (per one thousand letters)

QSI6 - Transit time for Newspapers and Periodicals (D+3);

QSI7 - Transit time for Intra-community Cross-border mail (D+3)

QSI8 - Transit time for Intra-community Cross-border mail (D+5);

QSI9 - Transit time for non-priority Parcels (D+3);

QSI10 - Waiting time at Postal Establishments (% of waiting times up to 10 minutes)

- (ii) The recalculation of QSI6 corresponded to the value which CTT reported to ICP-ANACOM, notwithstanding that the analysed sample did not allow the auditors to give assurance as to the complete validity of the information registered on the database, as support for the establishment of its value; especially in light of there having been situations where it was not possible to make objective and unequivocal correspondence between the test publication sent and that received by the receiver, as well as the establishment of the date of dispatch using the postmark;
- (iii) The values of QSI7 and QSI8 are calculated by CTT based on transit time for international mail calculated by the UNEX independent measurement system;<sup>3</sup>, which follows the measurement methodology set out in Standard EN 13850 - *Postal Service - Quality of service - Measurement of the transit time of end-to-end services for single piece priority mail and first class mail*. From the replication of the calculation of the values of QSI7 and QSI8, the values reported by CTT to ICP-ANACOM were validated, notwithstanding a difference of 0.1 percentage points resulting from rounding of decimals when calculating the value of the QSIs;
- (iv) The recalculation of the indicator "number of complaint processes responded to in 2008" corresponded to the value reported by CTT to ICP-ANACOM, whereas a difference of only one unit was obtained in the values of the indicators "number of processes regarding information / location of postal items given response in 2008" and "number of processes received in 2008." No assurance can be given as to the validity of the indicator "average time of response to complaints in 2008" reported by CTT to ICP-ANACOM, given that the sample had limitation in terms of the verification of the dates of certain processes.

Following the audit, the Management Board of ICP-ANACOM made a series of determinations and recommendations with a view to improving the system of quality of service and the complaints system of CTT.

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<sup>3</sup> <http://www.ipc.be/en/Services/Technical%20Platforms/UNEX.aspx>.