

AMENDMENT

to the Universal Postal Service Quality Convention entered into on 10 July 2008 between ICP - Autoridade Nacional de Comunicações and CTT - Correios de Portugal, S.A.

Whereas, pursuant to article 8, paragraph 5, of Law number 102/99, of 26 July, as amended by Decree-Law number 116/2003, of 12 June, and under clause 12 of the Universal Postal Service Concession Agreement, signed on 1 September 2000, as amended on 9 September 2003 and on 26 July 2006, the Universal Postal Service Quality Convention was concluded, on 10 July 2008, between ICP - Autoridade Nacional de Comunicações and CTT - Correios de Portugal, S.A., being in force since 1 January 2008;

Whereas, on account of the change of the method for producing and publishing values of transit time for intra-community cross-border mail by the International Post Corporation (IPC), the entity that manages the common measurement system, the Unipost Brand for External Quality of Service Measurement Systems (UNEX), and having ceased to be produced and published transit time monthly values, it is no longer possible to calculate 2009 and 2010 values of quality of service indicators concerning transit times for intra-community cross-border mail, as provided for in sub-paragraphs g) and h) of paragraph 1 of the Annex to the Universal Postal Service Quality Convention, of 10 July 2008;

Between the parties:

- a) ICP - Autoridade Nacional de Comunicações, hereinafter referred to as ICP-ANACOM;
- b) CTT - Correios de Portugal, S.A., hereinafter referred to as CTT;

the following amendment to the above-mentioned Universal Postal Service Quality Convention is hereby agreed, as an inherent part thereof, being governed by the following Article:

Sole Article

Amendment to the Universal Postal Service Quality Convention, of 10 July 2008

1 - Point g) of paragraph 1 of the Annex to the Universal Postal Service Quality Convention, of 10 July 2008, is hereby amended to read as follows:

“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.

In 2008, the annual QSI7 value corresponds to the average value of the last twelve months ending October of the year to which it relates.

In the following years, the annual QSI7 value covers the twelve-month period ending September of the year to which it relates, and corresponds to the weighted average of the value for the last quarter of the preceding calendar year and of the value for the first three quarters of the year to which it relates. The first value weights 3/12 and the second 9/12.

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

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2 - Point h) of paragraph 1 of the Annex to the Universal Postal Service Quality Convention, of 10 July 2008, is hereby amended to read as follows:

“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.

In 2008, the annual QSI8 value corresponds to the average value of the last twelve months ending October of the year to which it relates.

In the following years, the annual QSI8 value covers the twelve-month period ending September of the year to which it relates, and corresponds to the weighted average of the value for the last quarter of the preceding calendar year and of the value for the three first quarters of the year to which it relates. The first value weights 3/12 and the second 9/12.

| | | | 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 |

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Lisbon, 10 September of 2010

ICP – AUTORIDADE NACIONAL DE COMUNICAÇÕES

CTT - CORREIOS DE PORTUGAL, S.A.