

**Decision on the universal postal service tariff proposal, notified by CTT –
Correios de Portugal, S.A., on 14.02.2013**

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1. Introduction

By letter dated 16.11.2012¹, CTT – Correios de Portugal, S.A. (CTT) submitted to ICP - Autoridade Nacional das Comunicações (ICP - ANACOM), a price proposal in the scope of the universal postal service, to apply with effect from 01.01.2013.

On 11.12.2012, ICP - ANACOM² addressed to CTT a request for clarifications and further information on revenue and cost estimates presented by this company, having this information been received on 19.12.2012³.

On 08.01.2013, ICP - ANACOM⁴ sent CTT a preliminary assessment on its proposal, in the light of applicable tariff principles (transparency, non-discrimination, cost orientation and affordability), having identified some doubts concerning the price proposal, for which this Authority sought the appropriate clarifications or revisions.

On 28.01.2013, CTT⁵ sent ICP - ANACOM a new price proposal for the universal postal service, on which ICP - ANACOM took a position, which in the meantime became out-of-date as CTT submitted, on 14.02.2013⁶, an amended version of the price proposal. CTT intends to implement the new tariff as from 01.04.2013, with an additional increase on 01.11.2013 of prices of 20g postal items of the national standard mail service, occasional segment, as well as of the Special Regime international economic mail service (with destination in Guinea-Bissau, São Tomé and Príncipe and East Timor).

The price proposal comes under the scope of application of the Universal Postal Service Price Convention, concluded on 10 July 2008 between ICP - ANACOM and CTT, taking into account that paragraph 7 of article 57 of Law No 17/2012, of 26 April (hereinafter the Postal Law) - which entered into force on 27.04.2012 - provides that such Convention will remain temporarily in force, until ICP - ANACOM establishes the criteria governing the setting of prices of the universal service (as provided for in paragraph 3 of article 14 of the Postal Law).

¹ Letter No 54736, of 16.11.2012.

² By fax ANACOM-S089497/2012.

³ Letter No 55247, of 19.12.2012.

⁴ By letter ANACOM-S000530/2013.

⁵ By letter No 50290, of 28.01.2013.

⁶ By letter No 50530, of 14.02.2013.

The price proposal (in appendix hereto) includes the following features:

- a) It concerns parcels up to 10 kg and postal items up to 2 kg, including registered items and insured items, falling within the scope of the universal postal service, namely⁷:
 - i. Of a national scope: standard mail, priority mail, registered mail, easy mail, standard parcels and insured items;
 - ii. Of an international scope: standard mail, priority mail, registered mail, prime priority mail, easy mail, economic mail, business mail, standard parcels and insured items.
- b) CTT proposes an average overall increase⁸ of prices by around 3.7%, on 01.04.2013 (see Table 1)⁹, and an additional increase by around 0.5% on 01.11.2013.

As regards the national postal item service, CTT's proposal corresponds, on 01.04.2013, to an average increase by 9% of prices of items delivered through the occasional segment¹⁰ and to an average increase by 2.7% of prices of items delivered through the contractual segment. The increase in the occasional segment is mainly due to the increase by 10.8% of prices of national standard mail, primarily explained by the increase by 12.5% of the price of national standard mail up to 20g, which on 01.04.2013 increases from 0.32€ to 0.36€.

As far as the international postal item service is concerned, CTT proposes an average price variation, on 01.04.2013, of 2.35% for items delivered through the occasional segment and of -1% for items delivered through the contractual segment.

Relatively to postal parcels, CTT propose a variation on 01.04.2013 by 14.6% of prices of the national land service and by 8.2% of prices of the national air service, while maintaining prices of the international service.

⁷ CTT's proposal does not include a price proposal for the postal summonses or notifications service nor for the books, newspapers and periodicals service.

⁸ Increase in the price proposal as a whole, thus concerning the postal item and postal parcel services.

⁹ It should be noted that prices for these services have not changed since June 2010.

¹⁰ Applies to any natural or legal person who has not concluded with CTT a contract for the provision of postal services.

- c) CTT proposes a change in prices for items of correspondence up to 20g of the national standard mail service, in the occasional segment, as well as of the Special Regime international economic mail service (with destination in Guinea-Bissau, São Tomé and Príncipe and East Timor) to take place in two stages, the first on 01.04.2013, the price increasing from 0.32€ to 0.36€ (increase by 12.5%) and the second on 01.11.2013, when the price increases from 0.36€ to 0.40€ (increase by 11.1% on 01.11.2013, which corresponds to an overall cumulative increase by 25% relatively to the price currently in force).
- d) Price differentiation between the occasional and contractual segments, covering the whole provision of mail services.
- e) Introduction of a geographic tariff differentiation for the national standard bulk mail up to 50g, available only for the contractual segment, through the definition of two tariff areas according to the distribution destination (one area corresponding to Lisbon and Oporto and respective urban circles and the other corresponding to all other distribution destinations).
- f) Elimination of the international economic mail delivery service, except for the Special Regime service (with destination in Guinea-Bissau, São Tomé and Príncipe and East Timor), given the general use of the air mail service, according to CTT.

By determination of 15.02.2013, ICP - ANACOM's Management Board approved a draft decision on the price proposal and submitted it to the prior hearing of CTT, under articles 100 and 101 of the Administrative Procedure Code, as well as to the public consultation procedure, as laid down in article 9 of Law No 17/2012 of 26 April, giving notice of this procedure to general interest consumer associations. The price proposal presented by CTT and the draft decision were also submitted to the opinion of ICP - ANACOM's Advisory Council, pursuant to point c) of article 37 of the Statutes of this Authority.

Contributions received and the opinion of ICP - ANACOM's Advisory Council were analysed in the scope of the "Report of the prior hearing and public consultation on the universal postal service tariff proposal, notified by CTT – Correios de Portugal S.A., on 14.02.2013".

2. Regulatory framework

According to paragraph 7 of article 57 of the Postal Law, the Price Convention, concluded on 10 July 2008 between ICP - ANACOM and CTT, remains temporarily in force, as far as the universal service, as defined by the Postal Law, is concerned, until ICP - ANACOM establishes the criteria governing the setting of prices of the universal service (as provided for in paragraph 3 of article 14 of the Postal Law).

Paragraphs 5 and 6 of the same article lay down that all obligations established in the universal postal service concession (Concession) remain in force, unless they are incompatible with the regime approved by the Postal Law, being incumbent on the Government to amend the Concession according to the regime laid down in this Law.

The price proposal submitted by CTT, as regards non reserved services, is thus assessed in the light of the following rules of the referred Price Convention:

- a) None of the services covered by CTT's proposal are subject to any price-cap, given that these services are fully liberalised under the Postal Law¹¹;
- b) CTT must report to ICP - ANACOM, in writing, the price of each postal service comprised in the universal service, in accordance with the rules of this Convention, with an advance notice of at least 30 working days from the date of entry into force thereof (paragraph 1 of article 5);
- c) CTT must disclose the prices for each of the services pertaining to the universal service at least 10 working days in advance of the respective date of entry into force, through the appropriate means for the provision of information both to users in general and to the respective market segments (paragraph 6 of article 5);

¹¹ Services which were previously reserved, up to 26 April 2012, corresponding to postal items weighing up to 50g insofar as their price was lower than 1.18€, were subject to a price-cap (provided for in article 8 of the Price Convention). With the entry into force of this new Postal Law, these services are no longer reserved, and are now governed by rules of the Price Convention concerning non-reserved services.

- d) ICP-ANACOM is entitled to shorten the time-limits provided for in the previous two paragraphs, upon reasoned request submitted by CTT (paragraph 7 of article 5);
- e) The pricing system of services integrating the universal service complies with the principles of cost orientation, transparency and non-discrimination. The principle of cost orientation is applied progressively, so as to allow for a gradual rebalancing of tariffs and to ensure the affordability of prices (paragraphs 1 and 2 of article 2);
- f) Prices of non-reserved services take effect on the date provided for, ICP-ANACOM being entitled to determine changes to those prices at any time, which must be duly reasoned on the basis of compliance with the above-mentioned principles, and taking also into account the levels of quality of service achieved (paragraph 5 of article 5)¹²;
- g) CTT are entitled to apply discounts and special prices on prices of services, where economic reasons, namely those related to economies of scale, so justify. Such discounts and special prices apply in compliance with the principle of cost orientation, taking into account the avoided costs compared to the standard service providing all operations concerning acceptance, sorting, transport and distribution of postal items, as well as with the principles of transparency and non-discrimination towards all customers who meet the same requirements and conditions (paragraphs 1 and 2 of article 7).
- h) CTT is further obliged to publish in an appropriate manner, including by making available in a specific address of CTT's website, and to regularly supply users with information on the conditions for the application of tariffs covered by the Convention as well as on the respective discounts [point c) of paragraph 3 of article 2].

It should also be referred that the uniform tariff principle (provided for in the Price Convention) does not apply, as it is not directly imposed under the Postal Law. On this subject, this Law, in its article 14, paragraph 8a), lays down that this Authority may determine, for duly substantiated reasons relating to the public interest, that the price of postal items weighting less than 50g complies with the uniform tariff principle, a uniform tariff being applied throughout the national

¹² There is also in this situation an amendment as regards services which were previously reserved. When reserved, their prices were subject to an ex-ante regulation, ICP - ANACOM being allowed 15 working days to oppose their entry into force, if the Authority so wished, duly justifying its decision in the light of compliance with tariff principles and with the referred price-cap (paragraph 3 of article 5 of the Price Convention).

territory, without prejudice to the right of universal service providers to conclude with users individual agreements on special prices. This principle has not been imposed so far by ICP - ANACOM.

3. Principles of transparency and non-discrimination

The Price Convention determines that the prices of the universal service, discounts and special prices included, must be transparent and comply with the principle of non-discrimination towards all customers who meet the same requirements and conditions (article 2, paragraph 1, combined with article 7, paragraph 2), being incumbent on CTT to publish in an appropriate manner, including by making available in a specific address of its website, and by regularly supplying users with information on the conditions for the application of tariffs covered by the Convention as well as on the respective discounts (article 2, paragraph 3 c)).

It is deemed that the publication of prices and of any discounts and special prices associated to the provision of the universal service, namely for services for businesses, bulk mailers or consolidators of mail from different users, must include information on all applicable prices, discounts and conditions, in a clear language that allows any user to understand and calculate the price to be paid for the service, irrespective of the service and available modalities of delivery. The publication in these terms will contribute to limit any anti-competitive and discriminatory behaviours, as prices and other conditions are known from the outset by competitors and the regulator.

4. Principle of cost orientation and affordability

The Price Convention lays down that the prices of the universal service must comply with the principle of cost orientation, which must be applied progressively, so as to allow for a gradual rebalancing of tariffs and to ensure the affordability of prices (article 2, paragraphs 1 and 2).

Discounts and special prices must also take into account the avoided costs compared to the standard service that provides all operations concerning clearance, sorting, transport and distribution of postal items (article 7, paragraph 2).

Prices of postal services that integrate the universal service provision must, on the other hand, comply with the principle of affordability to all users.

The methodology which ICP - ANACOM has adopted for analysing proposals of prices of the universal postal service has focused, implicitly or explicitly, on (i) taking the basket of services as a whole, while bearing also in mind cost orientation according to the service or group of services, (ii) the overall margin, which in case of being positive should decrease or ultimately not increase.

As regards the analysis of cost orientation of prices in the price proposal under consideration, this Authority takes the view that:

- a) In case the margin of the basket of services concerned is positive for 2012, a price proposal for 2013 will comply with the principle of (progressive) cost orientation of prices where the price proposal does not lead to an increase of the margin of services between 2012 and 2013;
- b) The margin to be considered is the relative margin (in %) compared to revenues, as this is the margin that measures the weight of the margin compared to total revenues;
- c) Bearing in mind that some economic and financial policy measures have created a direct impact on CTT's costs, and consequently, on margins it achieved, leading to some fluctuations that may not be sustainable, the margin for 2012 to be considered in the assessment of the compliance with the principle of cost orientation must be the margin corrected for the temporary effects associated to the (non) payment of holiday and Christmas bonuses for 2012 and cuts in that year in wages above 1500€. Therefore, for the purpose of the analysis of the evolution of margins in the scope of the this price proposal, the margin for 2012 to be considered must be the margin corrected for, in this case increased by, the values of holiday and Christmas bonuses for the work provided in 2012, and the value of cuts in that year in wages above 1500€;

In fact, it must be recalled that CTT's costs for 2011, 2012 and 2013 are influenced by changes in CTT's staff costs required by the measures of the State Budget (SB) from 2011 to 2013, aimed at public companies with a majority public shareholding or entirely public, and associated to the Programme of Economic and Financial Assistance, as well as by the prospects for the privatisation of CTT in 2013, such measures being exogenous to the company.

Not only do CTT's costs for the period 2011-2013 reflect cuts in wages above 1500€, but costs for 2011 reflect also the failure to pay the Christmas bonus for that year¹³, and costs for 2012 reflect the failure to pay the holiday¹⁴ and Christmas¹⁵ bonuses. On the other hand, the anticipated costs for 2013 presented by CTT¹⁶ include the replacement of the Christmas and holiday bonuses for 2013, the latter through the specialisation of the cost to be paid in 2014, to be replaced in view of the company's privatization in 2013 and due for the work performed in 2013.

Consequently, while CTT's costs, reflected in the company's financial accounts, include in 2011 the payment of one of the bonuses, those for 2012 do not include any of the bonuses and those for 2013, estimated by CTT, include both bonuses.

- d) Moreover, on a service-by-service basis, in case there are services for which a positive margin increase or a negative margin deterioration are estimated, likely from the outset to enhance situations of excessive rents or predatory prices, respectively, ICP - ANACOM will bear in mind CTT's proposal for variation of prices for the service concerned, as well as whether the margin is close to zero and whether significant traffic reductions inducing increases in unit costs are anticipated. For example, if a given service is estimated to present a negative margin deterioration but CTT presents a price increase proposal, such proposal may be deemed, within certain limits, to be in conformity, in the light also of the natural uncertainty associated to the evolution of costs in 2013. Likewise, if a given service is estimated to present an increase in its

¹³ Which CTT was due to pay in 2012.

¹⁴ Which CTT was due to pay in 2013.

¹⁵ Which CTT was due to pay in 2012.

¹⁶ By letters of 28.01.2013 and 14.02.2013.

positive margin but CTT does not propose to increase the respective prices, such proposal may be deemed, in specific circumstances, to be in conformity.

5. Analysis of the conformity of the price proposal

Evolution of the margin

The margin of the basket of services concerned by CTT's proposal has been positive. In 2011, according to the annual results of CTT's cost accounting system for 2011¹⁷, the margin of the basket of services concerned by CTT's proposal was positive, amounting to [Start Confidential Information] [End Confidential Information], corresponding in relative terms to a margin compared to revenues $[(\text{revenues}-\text{costs})/\text{revenues}]$ of [SCI] [ECI] %.

Based on more recent cost, traffic and revenue estimates presented by CTT for 2012¹⁸, it is estimated that in 2012 the margin of the basket of these services, corrected for the values of holiday and Christmas bonuses concerning the work performed in 2012 and the value of cuts in that year in wages above 1500€, is also positive, of [SCI] [ECI], corresponding in relative terms to a margin of [SCI] [ECI] %.

For 2013, CTT propose:

- An average overall price increase by around 3.7% in 01.04.2013;
- For prices of postal items weighing 20g of the national standard mail service, in the occasional segment, as well as of the Special Regime international economic mail service (with destination in Guinea-Bissau, São Tomé and Príncipe and East Timor), an additional increase on 01.11.2013, whereby the price changes from 0.36€ to 0.40€, which entails an additional increase of around 0.5% of the average overall price of the basket of services, that is, a cumulative increase of the total tariff concerned by this

¹⁷ Results calculated according to cost allocation criteria used in the cost accounting system of 2004. Results yet to be audited, the respective audit being under way.

¹⁸ Estimates notified by CTT by letters of 28.01.2013 and 14.02.2013.

price proposal of 4.2%, comparing prices to take effect on 01.11.2013 to those currently in force.

Table 1 shows in brief the one-off price variations proposed by CTT, according to service, destination and segment.

It should be referred that prices concerned by this proposal have remained unchanged since June 2010.

Table 1. Price variation proposal (variations on the date of implementation)

| MAIL SERVICE | NATIONAL SERVICE | Proposal for variation on 01.04.2013 |
|--|---|---|
| Occasional | <i>Standard mail</i> | 10.81% (a) |
| | <i>Priority mail</i> | 8.28% |
| | <i>Standard registered mail</i> | 5.67% |
| | <i>Registered mail delivered by hand</i> | 7.94% |
| | <i>Registered personal mail</i> | 4.48% |
| | <i>Easy mail</i> | 6.40% |
| | <i>Variation rate for the Occasional Segment</i> | 8.97% |
| Contractual | <i>Standard mail</i> | 2.77% |
| | <i>Priority mail</i> | 2.85% |
| | <i>Registered mail delivered by hand</i> | 2.79% |
| | <i>Standard registered mail</i> | 1.94% |
| | <i>Registered personal mail</i> | 2.97% |
| | <i>Easy mail</i> | 6.54% |
| | <i>Variation rate for the Contractual Segment</i> | 2.71% |
| MAIL SERVICE | INTERNATIONAL SERVICE | |
| Occasional | <i>Standard mail</i> | 1.74% |
| | <i>Priority mail</i> | 2.31% |
| | <i>Registered mail delivered by hand</i> | 2.87% |
| | <i>Registered personal mail</i> | 5.33% |
| | <i>Prime express mail</i> | 2.87% |
| | <i>Economic mail (Especial regime)</i> | 10.61% (b) |
| | <i>Easy mail</i> | 7.06% |
| <i>Variation rate for the Occasional Segment</i> | 2.35% | |
| Contractual | <i>Standard mail</i> | -0.49% |
| | <i>Priority mail</i> | -3.37% |
| | <i>Registered mail delivered by hand</i> | -3.50% |
| | <i>Registered personal mail</i> | -0.86% |
| | <i>Prime express mail</i> | -0.24% |
| | <i>Economic mail (Especial regime)</i> | 1.05% (c) |
| | <i>Easy mail</i> | 11.76% |
| <i>Business Mail</i> | 3.10% | |

| | | |
|--------------------------|--|------------------|
| | Variation rate for the Contractual Segment | -0.94% |
| INSURED MAIL (IM) | | 3.63% |
| PARCELS | NATIONAL SERVICE | |
| | National by land | 14.56% |
| | National by air | 8.17% |
| | INTERNATIONAL SERVICE | |
| TOTAL | | -3.7% (d) |

- (a) There is on 01.11.2013 an additional variation by 7.2%, resulting from the increase in the price of postal items weighing 20g.
 (b) There is on 01.11.2013 an additional variation by 8.4%, resulting from the increase in the price of postal items weighing 20g.
 (c) There is on 01.11.2013 an additional variation by 0.02%, resulting from the increase in the price of postal items weighing 20g.
 (d) There is on 01.11.2013 a variation by around 0.5%, resulting from changes introduced on this date.

Taking into account:

- the 2012 margin of the basket of services concerned by the price proposal, corrected as described for the values of holiday and Christmas bonuses concerning the work performed in 2012 and for the value of cuts in that year in wages above 1500€;
- The price proposal presented by CTT;
- The anticipated traffic and costs for 2013 submitted by CTT¹⁹, which in the case of costs include the replacement of the Christmas and holiday bonuses for 2013, the latter through the specialisation of the cost to be paid in 2014, to be replaced in view of the company's privatization in 2013 and due for the work performed in 2013;

The margin for 2013 is estimated to be positive, but lower than that estimated for 2012, both in relative and absolute terms, amounting to [SCI] [ECI], and corresponding in relative terms to a margin by [SCI] [ECI] % (see Table 2).

Table 2. Costs, revenues, traffic and margin (2011-2013)

| | 2011 | 2012 | 2013 |
|----------------------------------|-------|------|-------|
| Revenues (M€) | (SCI) | | |
| Costs (M€) | | | |
| Margin (M€) | | | |
| Margin (%) | | | |
| Traffic (million objects) | | | (ECI) |

Note: M€ - million euro.

¹⁹ By letters sent by CTT on 28.01.2013 and 14.02.2013.

Source: Results of CTT's cost accounting system for 2011 and CTT estimates for 2012 and 2013. Costs and margin for 2012 have been corrected for the value of the referred SB measures as regards staff costs. Costs estimated for 2013 include the replacement of Christmas and holiday bonuses for 2013, the latter through the specialisation of the cost to be paid in 2014.

As such, it is deemed that the price proposal presented by CTT complies with the principle of (progressive) cost orientation of prices, as it is estimated that it results in the decrease of the relative margin (in %), as well as in a decrease in absolute terms, of services under consideration.

An overall service-by-service analysis also shows a gradual cost-orientation of prices (see Table 3). Notwithstanding, it should be referred that:

- The margin of the national priority mail, which in 2012 was negative, is estimated to deteriorate both in value and percentage (around 6%) in 2013, however CTT present a proposal increasing significantly the average nominal amount of prices, namely for the occasional segment. It must be taken into consideration that, although CTT present a price increase, this service has shown a drastic traffic fall over the last few years, and its margin evolution depends on the evolution of traffic, which is estimated to fall further in 2013, and which is to a large extent responsible for the referred margin deterioration. Nevertheless, its evolution will receive special attention as far as future alterations of prices are concerned;
- The margin of the international prime priority mail, which was negative in 2012, is also estimated to deteriorate slightly both in value and percentage (around 2%), remaining however very close to zero both in absolute and relative terms;
- The positive margin of the international parcel service is estimated to increase very slightly (by 0.1%), CTT proposing the maintenance of prices.

It should be referred that these service have a negligible weight, less than 10%, (amounting to [SCI] [ECI]), in the total revenues of the basket of services concerned by this price proposal.

Table 3. Estimates of the overall margin on a service-by-service basis (occasional + contractual)

| | Margin (million €) | | | Margin (%) | | |
|---------------------------------------|--------------------|------|------|------------|------|--------------|
| | 2011 | 2012 | 2013 | 2011 | 2012 | 2013 |
| <i>National S. Mail</i> | <i>(SCI)</i> | | | | | |
| Standard Mail | | | | | | |
| Priority Mail | | | | | | |
| Registered Mail | | | | | | |
| Easy Mail | | | | | | |
| <i>International S. Mail</i> | | | | | | |
| Standard + Economic Mail | | | | | | |
| <i>Standard Mail</i> | | | | | | |
| Priority Mail | | | | | | |
| Registered Mail | | | | | | |
| Prime Priority Mail | | | | | | |
| Easy Mail | | | | | | |
| Business Mail | | | | | | |
| <i>Economic Mail - Special Regime</i> | | | | | | |
| <i>Total Mail</i> | | | | | | |
| <i>Parcels</i> | | | | | | |
| National Service | | | | | | |
| International Service | | | | | | |
| <i>Insured Mail</i> | | | | | | |
| National and International Service | | | | | | |
| <i>Total</i> | | | | | | <i>(ECI)</i> |

Notes: Margins in million Euros and in % compared to revenues.

Source: Results of CTT's cost accounting system for 2011. CTT estimates for 2012 and 2013.

Price differentiation between contractual and occasional segments

As referred above, CTT presents different tariffs according to whether the occasional segment and contractual segment are concerned, for the provision of mail services/products²⁰. CTT proposes the application of higher prices for mail of the occasional segment, both as regards the national and international scope, except for the following services and provisions, for which identical prices are proposed for both segments: easy mail, international economic mail for the special regime, and mail in pre-paid envelopes for any other service (standard mail, priority mail and registered mail).

²⁰ This differentiation already exists in CTT tariffs for national standard mail up to 50g, priority mail up to 20g and international standard mail up to 20g.

Bearing in mind the available information on costs²¹, CTT's proposal reflects lower unit costs in prices of contractual segment provisions compared to the corresponding provisions in the occasional segment, namely at the level of acceptance costs.

According to available information²² on national items of correspondence, incumbent operators present different basic tariffs (first weight step tariffs) for the occasional and contractual segments, except for Spain, which applies the same basic tariff for both segments.

Specifically as regards the price proposal in the occasional segment for standard and priority mail items up to 20g, of a national scope, the most significant provisions in this segment (over [SCI] [ECI] %) in terms of traffic for each of these services (Table 4):

- a) The price of national standard mail increases from 32 euro cents to 36 euro cents on 01.04.2013 (increase by 12.5%) and to 40 euro cents on 01.11.2013 (variation by 11.1%). In cumulative terms, this corresponds to a variation by 25%;
- b) The price of national priority mail increases to 50 euro cents, which represents a one-off variation by 8.2% (with an average increase by 6.4% in the case of stamps and of up to 8.7% in the case of pre-paid envelopes, the price of which is now equivalent to the price of a stamp).

Table 4. CTT proposal relatively to the price evolution of national and occasional standard and priority mail up to 20 g

| Provision (Occasional segment, national service) | Weight on traffic of the national occasional segment | 2012 price | Proposed price | One-off variation % |
|--|--|------------|--|-------------------------------|
| Standard mail | | | | |
| 0 – 20g (stamps and postcards) | (SCI) | 0.32 € | 0.36 € on 01.04.2013 0.40 € on 01.11.2013 | +12.5 + 11.1 |
| Priority mail | | | | |
| 0 – 20g (stamps) | | 0.47 € | 0.50 € | +6.4 |
| 0 – 20g (pre-paid envelopes) | (ECI) | 0.46 € | 0.50 € | +8.7 |

Source: CTT price proposal and results of CTT's cost accounting system.

²¹ Namely CTT letters of 16.11.2012, 28.01.2013 and 14.02.2013.

²² Data collected in April 2012 from the website of incumbent operators of the following countries: Austria, Belgium, the Czech Republic, Finland, France, Germany, Ireland, the Netherlands, Spain, Sweden, United Kingdom, Switzerland and Norway.

The margins for the mail items have been significantly negative, according to data of CTT's cost accounting system and its estimates for 2012²³ (see Table 5).

Table 5. Margin for occasional standard and priority mail (2010, 2011 and 2012) up to 20g

| | Provision | Unit cost | Average price | Unit margin |
|------|-----------|-----------|---------------|-------------|
| 2010 | Standard | (SCI) | | |
| | Priority | | | |
| 2011 | Standard | | | |
| | Priority | | | |
| 2012 | Standard | | | |
| | Priority | | | (ECI) |

Source: 2010 and 2011 costs – 2010 and 2011 cost accounting system; 2012 costs – CTT estimates in the letter of November 2012, yet to be corrected for the SB measures concerning staff costs.

Based on information collected in May 2012 on prices applied by incumbent operators in various EU countries, it should be stressed that:

- The price for a 20g national priority mail item, which CTT proposes to increase from 0.47€ to 0.50€, remains below the European Union average, which was 0.52€ with Purchasing Power Standards (PPS) and of 0.54€ without PPS;
- The price for a 20g national standard mail item, which CTT proposes to increase from 0.32€ to 0.40€ (on 01.11.2013), remains significantly below the European Union average, respectively 0.50€ and 0.48€ with and without PPS.

It should be noted that, according to the 2010/2011 Enquiry to Family Expenses pursued by INE (the National Statistical Institute), postal services have but a negligible weight in the shopping basket of Portuguese families (around 3€ in a total of 20 thousand euro per year, that is, they represent in average 0.015% of total annual expenses; on the contrary, expenses with communication services amount in average to around 662€ per year).

For the contractual segment, CTT proposes, for standard and priority mail²⁴ up to 20g:

²³ Estimates in CTT's letter of November 2012. Considering the 2012 margin correction, which implies an increase of costs, the margin is even more negative.

²⁴ The most significant provisions in terms of traffic in each of these services, disregarding bulk mail, representing more than ((SCI) (ECI))% of the total for each standard and priority service.

- a) For national standard mail up to 20g, a one-off price increase of 8.2%, from 0.305€ to 0.33€, the difference relatively to the occasional segment price increasing to 3 cents on 01-04-2013 and to 7 cents on 01.11.2013;
- b) For national priority mail up to 20g, a one-off price increase of 2.2% (from 0.46€ to 0.47€), which entails a difference of 3 cents relatively to the occasional segment price.

This means that for the referred standard and priority mail up to 20g, of a national scope, the tariff proposal presented by CTT widens the gap between prices of the occasional and contractual segment, which takes into account the difference of costs involved (see Table 6). Consequently, there seem to be no reasons for opposing the price table proposed by CTT for the analysed provisions.

Table 5. Margin for occasional standard and priority mail (2010, 2011 and 2012) up to 20g

Table 6. Unit costs of the occasional and contractual standard and priority mail (2011 and 2012) up to 20g

| | Provision | Contractual unit cost | Occasional unit cost |
|------|-----------|-----------------------|----------------------|
| 2011 | Standard | (SCI) | |
| | Priority | | |
| 2012 | Standard | | |
| | Priority | | (ECI) |

Source: 2011 Costs – 2011 cost accounting system, 2012 costs – CTT estimates in the letter of November 2012.

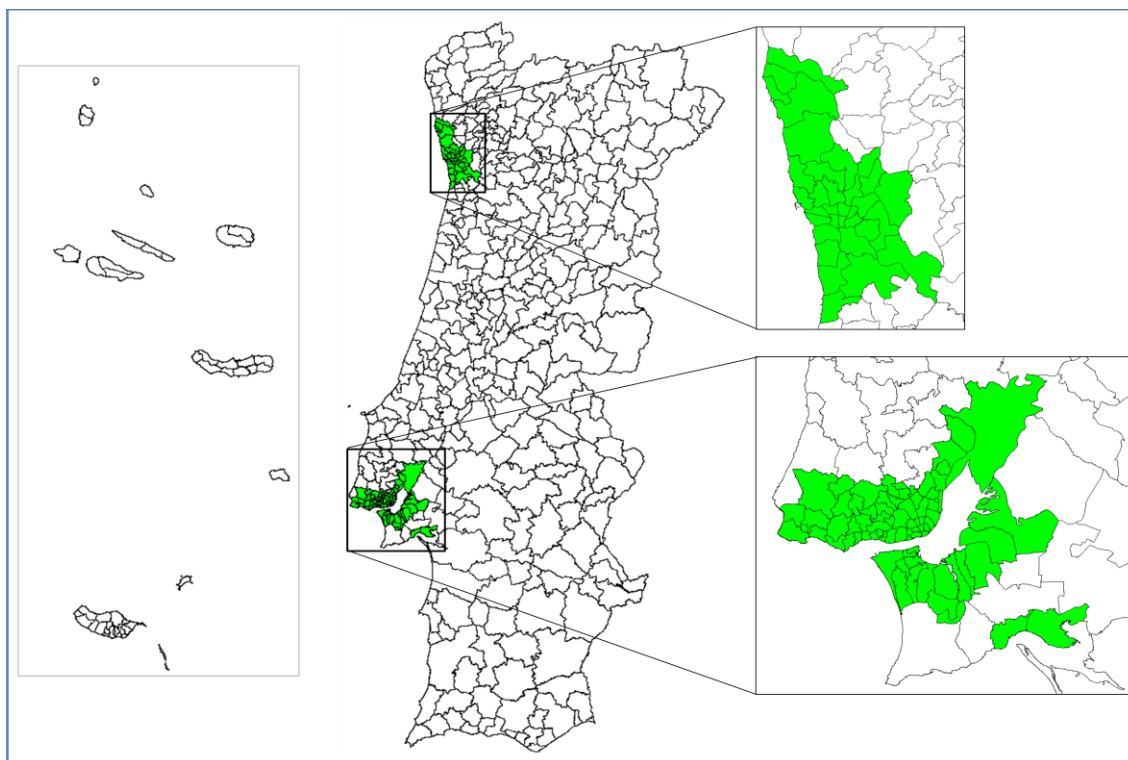
Geographic tariff differentiation according to the distribution area

Moreover, in the scope of the contractual segment, CTT proposes the application of geographically different prices for national standard bulk mail up to 50g²⁵, where national mail for the geographic “A” area (corresponding to the cities of Lisbon and Oporto and respective

²⁵ Prices apply to deliveries exceeding 10 thousand objects per month, accepted at the business mail centres located in Lisbon (Pinheiro de Fora, Cabo Ruivo), Oporto (Maia) and Coimbra (Taveiro).

urban circles) is charged a price, a higher price being charged for mail to other areas of the country (“B” Area) ²⁶.

Figure 1. A and B price application areas



Source: CTT.

Taking into account the available information on costs, concerning unit cost estimates presented by CTT²⁷, the weighted average cost for bulk mail is lower than that for other types of standard mail, and the average cost of distribution operations in Zone A is lower in around [SCI] [ECI]% compared to the national average, the average cost in Zone B being higher in around [SCI] [ECI]% compared to the national average.

²⁶ CTT’s current tariff already presents a specific price for national standard bulk mail up to 50g, which is geographically uniform.

²⁷ By letter of 19.12.2012.

Prices proposed by CTT for this bulk mail, which compared to the current tariff reflect an increase in the price difference relatively to provisions other than bulk mail²⁸, take into account lower unit costs, mainly at the level of acceptance.

Table 7. Prices of standard bulk mail

| Weight steps | Proposed price | Difference to the price proposed in the contractual segment | Difference to the price proposed in the occasional segment* |
|---|----------------|---|---|
| Standard bulk mail | | | |
| <i>From 10.000 to 200.000 obj/month</i> | | | |
| [0 - 20g] - Zone A | € 0.280 | - € 0.050 | - € 0.120 |
| [20 - 50g] - Zone A | € 0.470 | - € 0.080 | - € 0.100 |
| [0 - 20g] - Zone B | € 0.330 | € 0.000 | - € 0.070 |
| [20 - 50g] - Zone B | € 0.545 | - € 0.005 | - € 0.025 |
| <i>Over 200.000 obj/month</i> | | | |
| [0 - 20g] - Zone A | € 0.260 | - € 0.070 | - € 0.140 |
| [20 - 50g] - Zone A | € 0.450 | - € 0.100 | - € 0.120 |
| [0 - 20g] - Zone B | € 0.320 | - € 0.010 | - € 0.080 |
| [20 - 50g] - Zone B | € 0.535 | - € 0.015 | - € 0.035 |

* Difference, in deliveries up to 20gr, compared to the price proposed for 01.11.2013. Compared to the price proposed for 01.04.2013, the difference is 4 cents less to that presented in the table.

Source: CTT data.

Tariff uniformity is an exception provided for in the Postal Law, which lays down (article 14, paragraph 8a)) that ICP-ANACOM is entitled to determine, for duly substantiated reasons relating to the public interest, compliance of the price of postal items weighting less than 50 g with the uniform tariff principle, a uniform tariff being applied throughout the national territory, without prejudice to the right of universal service providers to conclude with users individual agreements on special prices. At this point, ICP - ANACOM considers that the imposition of the referred uniform tariff obligation seems not to be justified, and no reasons for rejecting CTT's proposal have been identified.

²⁸ In the current tariff, the highest difference amounts to 0.04€, for national standard mail up to 20g.

Elimination of the international economic mail service

CTT proposes to eliminate the international mail delivery service through the economic mail provision, except for the Special Regime service: deliveries with destination in Guinea-Bissau, São Tomé and Príncipe and East Timor. CTT claims that this proposal is due to the general use of the air mail service and to the weak demand for economic mail, which exists mainly for services that are used in a higher degree, such as editorial mail²⁹.

The economic mail service represents, in the scope of the universal service and according to data of CTT's cost accounting system for 2011, merely [SCI] [ECI] % of total traffic of outgoing international mail and [SCI] [ECI] % considering only traffic of outgoing international standard mail, priority mail, prime priority mail and economic mail, amounting to [SCI] [ECI] thousand mail items delivered in 2011, a decrease by 19% compared to 2010 (during which this service registered a traffic of [SCI] [ECI] thousand mail items).

According to the cost accounting system results for 2010 and 2011, the provisions CTT proposes to eliminate presented in 2011 a positive margin by [SCI] [ECI] thousand Euro, which were however 77% lower than the figure for 2010 ([SCI] [ECI] thousand Euro). This fall may also be noted in relative terms, from [SCI] [ECI] % to [SCI] [ECI] %.

This service has the following service patterns, according to CTT's provision:

- Mail items to Europe: delivery by D+10;
- Mail items to the rest of the world: delivery by D+20.

Given its lower quality patterns, its price is also lower (between around 1% and 30%) than the standard price of the international service.

It is likely that further to the elimination of this provision, current users turn to the standard international mail (both in the occasional and contractual segment), except in the case of the scope of the special regime, for which the economic mail is maintained. Based on this

²⁹ Service which is not concerned by this price proposal.

service's use estimates for 2012, according to weight step and destination³⁰, as well as on prices proposed by CTT for the standard international mail, it is estimated that this shift leads to an annual average price increase by around 5% for these users, most provisions being subject to an increase of prices.

It should be noted that the Universal Postal Service Convention does not impose on (incumbent) operators the simultaneous provision of priority and non-priority services.

It is deemed that the elimination of this service does not hinder the guarantee of the universal service provision, namely in the light of the very low use of this offer (around 1% of international traffic) and the existence of alternatives, in the scope of offers that integrate the universal service.

Parcel services

As far as the parcel service is concerned, CTT's price proposal takes into account the need to rebalance prices. CTT propose an average increase by 14.6% for the national land service and by 8.2% for the national air service, the margins of which are negative, while maintaining prices for the international service, with positive margins.

On the basis of data collected in May 2012 on prices practised by incumbent operators in several EU countries, it should be stressed that the price of a national parcel weighing 2Kg delivered by land, zone T2, which CTT propose to increase from 4.05€ to 4.65€, still remains below the European Union average without PPS (5.07€) and slightly higher than the EU average with PPS (4.50€).

There seem to be no reasons to oppose CTT's proposal.

³⁰ Notified by CTT letter of November 2012.

Discounts

CTT propose to apply discounts and special prices on prices of services covered by the Price Convention, where justified by economic reasons, namely those related to economies of scale. Such discounts and special prices apply in compliance with the principles of cost orientation, transparency and non-discrimination.

The discounts proposed by CTT are directly or indirectly associated to the amounts sent, and/or preparatory activities and/or the addressing quality, which may possibly indicate economies of scale and savings on operational costs.

It should be referred that the postal summonses or notifications service cease to be eligible to determine the discounts that apply to the national registered mail service. This change meets a concern expressed by ICP - ANACOM, after the postal summonses or notifications service became one of CTT's reserved services, under Law No 17/2012 of 26 April. As such, revenues of reserved services may no longer be used to calculate discounts of services provided under competition.

6. Determination

In the light of the above, and whereas:

- a) services covered by CTT's proposal are fully liberalised under the Postal Law, and their prices, due to rules of the Universal Postal Service Price Convention still in force, must comply with the principles of transparency, non-discrimination and cost orientation, the latter being applied progressively, so as to allow for a gradual rebalancing of tariffs and to ensure the affordability of prices, and are not subject to any price-cap;
- b) On the whole, the overall margin of services concerned by the price proposal has been positive, according to the results of CTT's cost accounting system;

- c) Given the overall positive margin of services, it is deemed that the price proposal should not result in a margin increase forecast;
- d) Bearing in mind that some economic and financial policy measures have created a direct impact on margins achieved by CTT, leading to some fluctuations that may not be sustainable, it is deemed that the margin for 2012 to be considered in the assessment of the compliance with the principle of cost orientation must be the margin corrected for the effects exogenous to CTT associated to reduction of costs resulting from the non payment of holiday and Christmas bonuses for 2012 and cuts in that year in wages above 1500€, changes which were required by the measures of the State Budget (SB), namely those aimed at public companies with a majority public shareholding or entirely public;
- e) It may be estimated from CTT's proposal, corresponding to an average overall increase of prices by around 3.7%, on 01.04.2013, and to an additional increase by around 0.5% on 01.11.2013, that the margin for 2013 will be positive, but lower than that estimated for 2012, the latter having been corrected under the preceding paragraphs, thus complying on the whole with the principle of cost orientation;
- f) the proposal for different prices of provisions in the occasional and contractual segments takes into account the different costs involved in the provision of services, namely at acceptance level, in the light of available estimates provided by CTT;
- g) the elimination of the international economic mail service (except for the Special Regime, which is maintained) does not hinder the guarantee of the universal service provision, namely in the light of the very low use of this offer and the existence of alternatives, in the scope of offers that integrate the universal service;
- h) The recent evolution of the postal sector is characterized by a fall in business, namely a fall in demand, due to temporary factors such as the economic and financial crisis and to structural factors associated to technological changes and changes in the use of postal services by users, both companies and individuals, thus forecasts may be affected by some uncertainty;

- i) It is necessary to guarantee the economic and financial sustainability and viability of the universal service provision;
- j) Available data show that postal services have but a negligible weight in the whole of expenses of Portuguese families;
- k) In the context of the application of the principles of transparency and non-discrimination, it is deemed that the publication of prices and of any discounts and special prices associated to the provision of the universal service must include information on all applicable prices, discounts and conditions, in a clear language that allows any user to understand and calculate the price to be paid for the service, irrespective of the service and available modalities of delivery; the conditions required for any person or company to be part of a contract with CTT, to which apply the prices of the contractual segment, must also be published;
- l) According to paragraph 6 of article 5 of the Price Convention, the prices must be disclosed by CTT at least 10 working days in advance of the respective date of entry into force, through the appropriate means for the conveyance of information both to users in general and to the respective market segments;
- m) The price proposal notified by CTT to ICP - ANACOM on 14.02.2013, which CTT intends to take effect on 01.04.2013, complies with the time-limit for prior notification to ICP - ANACOM provided for in paragraph 1 of article 5 of the Price Convention;
- n) The price proposal presented by CTT concerns services that are fully liberalised since 28.04.2012, and that have not undergone any price increase since June 2010. As such, it is likely that this proposal will have a significant impact on the market, thus it is deemed that the consultation procedure provided for in article 9 of the Postal Law, according to which ICP - ANACOM must publish the draft decision, must be adopted, allowing any interested party to comment thereon,

and taking into account:

- a) Contributions received in the scope of CTT's prior hearing, under articles 100 and 101 of the Administrative Procedure Code, and in the scope of the public consultation launched under article 9 of Law No 17/2012, of 26 April, the assessment of which is included in the "Report of the prior hearing and public consultation on the universal postal service tariff proposal, notified by CTT – Correios de Portugal S.A., on 14.02.2013", which the Management Board approves together with this determination, of which it is deemed to be an integral part;
- b) The opinion of ICP - ANACOM's Advisory Council, consulted pursuant to point c) of article 37 of the Statutes of this Authority, the assessment of which is also included in the referred hearing and public consultation report;

The Management Board of ICP - ANACOM, under powers granted by paragraph 1 b), d), h) and n) of article 6 and by point b) of article 26, both of its Statutes, approved by Decree-Law No 309/2001, of 7 December, and pursuant to paragraph 5 of article 5 of the Universal Postal Price Convention, of 10 July 2008, as amended on 9 July 2010, hereby determines:

1. Not to oppose the price proposal presented by CTT by letter of 14.02.2013;

to further recommend to CTT, holding now or in the future mail acceptance centres where the unit costs of accepting national standard bulk mail with a weight of up to 50g are similar to the costs incurred by CTT when accepting the same service in the four business mail centres currently located in Lisbon (Cabo Ruivo and Pinheiro de Fora), Coimbra (Taveiro) and Oporto (Maia), that the company extends to those acceptance centres the possibility of granting access to prices of national standard bulk mail with a weight of up to 50g charged in the referred four business mail centres.

Appendix

Price proposal notified by CTT on 14.02.2013

PREÇOS 2013

SERVIÇO NACIONAL

OCASIONAL

Correio Normal

| Escalões de peso | Preços | Preços em 1 de novembro |
|--|------------|-------------------------|
| [Até 20g] formato normalizado (a) | | |
| . Selos e franquias nas estações de correio | 0,36 € (b) | 0,40 € (b) |
| . Máquinas Venda Selos | 0,36 € | 0,40 € |
| . Máquinas Venda Selos - conjunto 10 franquias | 3,60 € | 4,00 € |
| [20g-50g] formato normalizado (a) | 0,57 € | |
| [50g-100g] | 0,70 € | |
| [100g-500g] | 1,35 € | |
| [500g-2Kg] | 3,00 € | |

(a) Aos objetos não normalizados destes escalões aplica-se o preço do escalão seguinte

(b) Preço aplicável aos Bilhetes Postais

CONTRATUAL

Correio Normal

| Escalões de peso | Preços |
|-----------------------------------|------------|
| [Até 20g] formato normalizado (a) | 0,33 € (b) |
| [20g-50g] formato normalizado (a) | 0,55 € |
| [50g-100g] | 0,62 € |
| [100g-500g] | 1,30 € |
| [500g-2Kg] | 2,90 € |

(a) Aos objetos não normalizados destes escalões aplica-se o preço do escalão seguinte

(b) Preço aplicável aos Bilhetes Postais

Correio Normal em Quantidade (a)

| Escalões de peso | Preços |
|---------------------------------------|---------|
| - De 10.000 a 200.000 obj./mês | |
| Envios com destino Zona A | |
| [Até 20g] | 0,280 € |
| [20g-50g] | 0,470 € |
| Envios com destino Zona B | |
| [Até 20g] | 0,330 € |
| [20g-50g] | 0,545 € |
| - Superior a 200.000 obj./mês | |
| Envios com destino Zona A | |
| [Até 20g] | 0,260 € |
| [20g-50g] | 0,450 € |
| Envios com destino Zona B | |
| [Até 20g] | 0,320 € |
| [20g-50g] | 0,535 € |

Zona A - destinos das cidades de Lisboa e Porto e respetivas coroas urbanas (detalhado em anexo)

Zona B - restantes destinos não incluídos na Zona A

(a) Requisitos:

- Entrega obrigatória nos centros de correio empresarial de Lisboa (Pinheiro de Fora, Cabo Ruivo), Porto (Maia) e Coimbra (Taveiro);
- Não é aplicável a contratos de máquinas de franquiar e de pré-ativo;
- Aos objetos não normalizados destes escalões de peso aplica-se o preço do escalão seguinte;
- Separação obrigatória por zonas (Zona A e Zona B);
- Aos objetos não separados por zonas, aplica-se o preço da Zona B.

PREÇOS 2013

SERVIÇO NACIONAL

OCASIONAL

Correio Azul

| Escalões de peso | Preços |
|--|--------|
| [Até 20g] formato normalizado (a) | |
| . Selos e franquias nas estações de correio | 0,50 € |
| . Máquinas Venda Selos | 0,50 € |
| . Máquinas Venda Selos - conjunto 10 franquias | 5,00 € |
| [20g-50g] formato normalizado (a) | 0,75 € |
| [50g-100g] | 0,85 € |
| [100g-500g] | 1,95 € |
| [500g-2Kg] | 4,20 € |

(a) Aos objetos não normalizados destes escalões aplica-se o preço do escalão seguinte

Pré-Pagos Correio Azul

| Formatos | Preços |
|---------------------------|--------|
| Formato DL e DP (até 20g) | 0,50 € |
| Formato C5 (até 100g) | 0,85 € |
| Formato C4 (até 500g) | 1,95 € |

- Aplicação de descontos em função de quantidades de compra (ver tabela de descontos)

- No caso de envios de Pré-Pagos Correio Azul (sobrescritos pré-franquiados) com registo acresce o preço de € 1,45.

CONTRATUAL

Correio Azul

| Escalões de peso | Preços |
|-----------------------------------|--------|
| [Até 20g] formato normalizado (a) | 0,47 € |
| [20g-50g] formato normalizado (a) | 0,70 € |
| [50g-100g] | 0,80 € |
| [100g-500g] | 1,90 € |
| [500g-2Kg] | 4,10 € |

(a) Aos objetos não normalizados destes escalões aplica-se o preço do escalão seguinte

Pré-Pagos Correio Azul

| Formatos | Preços |
|---------------------------|--------|
| Formato DL e DP (até 20g) | 0,50 € |
| Formato C5 (até 100g) | 0,85 € |
| Formato C4 (até 500g) | 1,95 € |

- Aplicação de descontos em função de quantidades de compra (ver tabela de descontos)

- No caso de envios de Pré-Pagos Correio Azul (sobrescritos pré-franquiados) com registo acresce o preço de € 1,45.

PREÇOS 2013

SERVIÇO NACIONAL

OCASIONAL

Correio Registado

Registo Simples

| Escalões de peso | Preços |
|------------------|--------|
| [Até 20g] | 1,70 € |
| [20g-50g] | 1,80 € |
| [50g-100g] | 1,95 € |

Registo em Mão

| Escalões de peso | Preços |
|------------------|--------|
| [Até 20g] | 1,90 € |
| [20g-50g] | 2,00 € |
| [50g-100g] | 2,15 € |
| [100g-500g] | 2,90 € |
| [500g-2Kg] | 5,00 € |

Registo Pessoal (a)

| Escalões de peso | Preços |
|------------------|--------|
| [Até 20g] | 2,60 € |
| [20g-50g] | 2,65 € |
| [50g-100g] | 2,85 € |
| [100g-500g] | 3,50 € |
| [500g-2Kg] | 5,50 € |

(a) A este preço acresce o Aviso de Receção

Pré-Pagos Registo em Mão (a)

| Escalões de peso | Preços |
|---------------------------|--------|
| Formato DL e DP (até 20g) | 1,90 € |
| Formato C5 (até 100g) | 2,15 € |

(a) Sobrescritos pré-franquiados

CONTRATUAL

Correio Registado

Registo Simples

| Escalões de peso | Preços |
|------------------|--------|
| [Até 20g] | 1,65 € |
| [20g-50g] | 1,75 € |
| [50g-100g] | 1,90 € |

Registo em Mão

| Escalões de peso | Preços |
|------------------|--------|
| [Até 20g] | 1,80 € |
| [20g-50g] | 1,90 € |
| [50g-100g] | 2,10 € |
| [100g-500g] | 2,80 € |
| [500g-2Kg] | 4,60 € |

Registo Pessoal (a)

| Escalões de peso | Preços |
|------------------|--------|
| [Até 20g] | 2,40 € |
| [20g-50g] | 2,50 € |
| [50g-100g] | 2,70 € |
| [100g-500g] | 3,30 € |
| [500g-2Kg] | 5,30 € |

(a) A este preço acresce o Aviso de Receção

Pré-Pagos Registo em Mão (a)

| Escalões de peso | Preços |
|---------------------------|--------|
| Formato DL e DP (até 20g) | 1,90 € |
| Formato C5 (até 100g) | 2,15 € |

(a) Sobrescritos pré-franquiados

PREÇOS 2013

SERVIÇO NACIONAL

OCASIONAL

Pré-Pagos Correio Verde

| Formatos | | Preços |
|--|--|--------|
| Envelopes | Formato XS (110x220 mm) | 0,75 € |
| | Formato S (162x229 mm) | 0,90 € |
| | Formato M (229x324 mm) | 2,00 € |
| Saquetas almofadadas | Formato S (115x215 mm) | 1,95 € |
| | Formato M (235x265 mm) | 2,65 € |
| | Formato L (305x390 mm) | 3,90 € |
| Caixas de cartão | Formato M (150x130x30 mm) | 2,35 € |
| | Formato L (310x220x50 mm) | 3,95 € |
| | Formato T - Prisma triangular (700x80x80 mm) | 3,95 € |
| Etiqueta de reutilização (310x220 mm) Para caixa Formato L | | 3,75 € |

- Aplicação de descontos em função de quantidades de compra (ver tabela de descontos)

- No caso de envios de Pré-Pagos Correio Verde (sobrescritos pré-franquiados) com registo acresce o preço de € 1,45.

CONTRATUAL

Pré-Pagos Correio Verde

| Formatos | | Preços |
|--|--|--------|
| Envelopes | Formato XS (110x220 mm) | 0,75 € |
| | Formato S (162x229 mm) | 0,90 € |
| | Formato M (229x324 mm) | 2,00 € |
| Saquetas almofadadas | Formato S (115x215 mm) | 1,95 € |
| | Formato M (235x265 mm) | 2,65 € |
| | Formato L (305x390 mm) | 3,90 € |
| Caixas de cartão | Formato M (150x130x30 mm) | 2,35 € |
| | Formato L (310x220x50 mm) | 3,95 € |
| | Formato T - Prisma triangular (700x80x80 mm) | 3,95 € |
| Etiqueta de reutilização (310x220 mm) Para caixa Formato L | | 3,75 € |

- Aplicação de descontos em função de quantidades de compra (ver tabela de descontos)

- No caso de envios de Pré-Pagos Correio Verde (sobrescritos pré-franquiados) com registo acresce o preço de € 1,45.

VALOR DECLARADO / SEGURO EXTRA

| Escalões | Preços |
|---------------------------|---------|
| Até € 500 | € 2,70 |
| Mais de € 500 a € 1 000 | € 5,45 |
| Mais de € 1 000 a € 2 500 | € 13,60 |
| Mais de € 2 500 a € 5 000 | € 26,90 |

VALOR DECLARADO / SEGURO EXTRA

| Escalões | Preços |
|---------------------------|---------|
| Até € 500 | € 2,70 |
| Mais de € 500 a € 1 000 | € 5,45 |
| Mais de € 1 000 a € 2 500 | € 13,60 |
| Mais de € 2 500 a € 5 000 | € 26,90 |

OUTROS PRODUTOS

Aviso de Endereço Alterado (AEA)

| Designação | Preços | Preços em 1 de novembro |
|--------------------|--------|-------------------------|
| Bilhete postal AEA | € 0,36 | € 0,40 |

Blocos de selos auto-adesivos (até 20g)

| Designação | Preços | Preços em 1 de novembro |
|--------------------------------------|---------|-------------------------|
| Bloco de 100 selos de correio normal | € 36,00 | € 40,00 |
| Bloco de 50 selos de correio azul | € 25,00 | € 25,00 |

Folhas de selos auto-adesivos (até 20g)

| Designação | Preços | Preços em 1 de novembro |
|-------------------------------------|--------|-------------------------|
| Folha de 10 selos de correio normal | € 3,60 | € 4,00 |
| Folha de 5 selos de correio azul | € 2,50 | € 2,50 |

Destinos que constituem a Zona A

| <u>Cidade de Lisboa e coroa urbana</u> | <u>Cidade de Lisboa e coroa urbana</u> | <u>Cidade do Porto e coroa urbana</u> |
|--|--|---------------------------------------|
| 1000 LISBOA | 2700 AMADORA | 4000 PORTO |
| 1050 LISBOA | 2710 SINTRA | 4050 PORTO |
| 1070 LISBOA | 2720 AMADORA | 4100 PORTO |
| 1100 LISBOA | 2725 MEM MARTINS | 4150 PORTO |
| 1150 LISBOA | 2730 BARCARENA | 4200 PORTO |
| 1170 LISBOA | 2735 AGUALVA-CACÉM | 4250 PORTO |
| 1200 LISBOA | 2740 PORTO SALVO | 4300 PORTO |
| 1250 LISBOA | 2745 QUELUZ | 4350 PORTO |
| 1300 LISBOA | 2750 CASCAIS | 4400 VILA NOVA DE GAIA |
| 1350 LISBOA | 2755 ALCABIDECHE | 4405 VILA NOVA DE GAIA |
| 1400 LISBOA | 2760 CAXIAS | 4410 ARCOZELO VNG |
| 1495 ALGÉS | 2765 ESTORIL | 4415 CRESTUMA |
| 1500 LISBOA | 2770 PAÇO DE ARCOS | 4420 GONDOMAR |
| 1600 LISBOA | 2775 PAREDE | 4425 MAIA |
| 1675 PONTINHA | 2780 OEIRAS | 4430 VILA NOVA DE GAIA |
| 1685 CANEÇAS | 2785 SÃO DOMINGOS DE RANA | 4435 RIO TINTO |
| 1700 LISBOA | 2790 CARNAXIDE | 4440 VALONGO |
| 1750 LISBOA | 2795 LINDA A VELHA | 4445 ERMESINDE |
| 1800 LISBOA | 2800 ALMADA | 4450 MATOSINHOS |
| 1885 MOSCAVIDE | 2805 ALMADA | 4455 LAVRA |
| 1900 LISBOA | 2810 ALMADA | 4460 GUIFÕES |
| 1950 LISBOA | 2815 SOBREDA | 4465 SÃO MAMEDE INFESTA |
| 1990 LISBOA | 2820 CHARNECA DA CAPARICA | 4470 MAIA |
| 2600 VILA FRANCA DE XIRA | 2825 CAPARICA | 4475 MAIA |
| 2605 BELAS | 2830 BARREIRO | 4480 VILA DO CONDE |
| 2610 AMADORA | 2835 BAIXA DA BANHEIRA | 4485 AVELEDA VCD |
| 2615 ALVERCA DO RIBATEJO | 2840 SEIXAL | 4490 PÓVOA DE VARZIM |
| 2620 OLIVAL DE BASTO | 2845 AMORA | 4495 AMORIM |
| 2625 PÓVOA DE SANTA IRIA | 2855 CORROIOS | 4500 ESPINHO |
| 2635 RIO MOURO | 2860 MOITA | 4510 FÂNZERES |
| 2645 ALCABIDECHE | 2865 FERNÃO FERRO | 4515 COVELO GDM |
| 2650 AMADORA | 2870 MONTIJO | 4570 BALAZAR PVZ |
| 2675 ODIVELAS | 2890 ALCOCHETE | |
| 2680 APELAÇÃO | 2900 SETÚBAL | |
| 2685 SACAVÉM | 2910 SETÚBAL | |
| 2690 SANTA IRIA DE AZÓIA | 2975 QUINTA DO CONDE | |
| 2695 BOBADELA LRS | | |

PREÇOS 2013

SEGMENTO OCASIONAL

Informação geral

Preços aplicáveis a qualquer pessoa singular ou coletiva que utiliza ou solicita, de forma pontual, a prestação de um serviço postal aos CTT, sem que para o efeito formalize um contrato escrito com esta entidade.

Aplicável para o serviço nacional e internacional.

SEGMENTO CONTRATUAL

Informação geral

Preços aplicáveis a qualquer pessoa singular ou coletiva que é parte num contrato devidamente formalizado com os CTT para a prestação de serviços postais, nomeadamente, contrato de serviços postais a crédito, de pré-ativo, de máquina de franquiador ou de pronto pagamento:

- O contrato de serviços postais a crédito é destinado a clientes com uma faturação anual estimada superior a 10 000 € (dez mil Euros).

- O contrato pré-ativo é destinado a clientes que constituam um saldo inicial a seu favor no valor mínimo de 100 € (cem Euros), exigindo-se neste âmbito uma faturação anual mínima de 500 € (quinhentos Euros). Este contrato assume-se como uma modalidade de pagamento pré-paga.

- O contrato de máquinas de franquiador destina-se a clientes que pretendem utilizar um equipamento para a produção e franquia de objetos postais e constitui-se como uma modalidade de pagamento pré-paga.

- O contrato de pronto pagamento é destinado a clientes que pretendem contratar serviços postais a pronto pagamento, exigindo-se uma faturação anual mínima de 500 € (quinhentos Euros).

Aplicável para o serviço nacional e internacional.

PREÇOS 2013

SERVIÇO INTERNACIONAL

OCASIONAL

Correio Normal

| Escalões de peso | Europa | Espanha | Resto do Mundo | Regime Especial (1) |
|------------------|------------|------------|----------------|---------------------|
| [Até 20g] (a) | 0,70 € (b) | 0,60 € (b) | 0,80 € (b) | 0,70 € (b) |
| [20g-50g] (a) | 1,20 € | 1,05 € | 1,80 € | 1,40 € |
| [50g-100g] | 1,35 € | 1,25 € | 1,95 € | 1,55 € |
| [100g-250g] | 2,35 € | 2,15 € | 3,70 € | 3,50 € |
| [250g-500g] | 4,00 € | 3,70 € | 6,50 € | 6,20 € |
| [500g-1Kg] | 6,80 € | 6,40 € | 13,00 € | 12,00 € |
| [1Kg-2Kg] | 11,00 € | 10,50 € | 20,00 € | 19,50 € |

(a) Aos objetos não normalizados destes escalões aplica-se o preço do escalão seguinte

(b) Preço aplicável aos Bilhetes Postais

(1) Regime Especial: Guiné-Bissau, S. Tomé e Príncipe e Timor-Leste.

Pré-Pagos Correio Normal Internacional (blocos de 5 unidades)

| Formatos | Europa | Resto do Mundo |
|---------------------------|--------|----------------|
| Formato DL e DP (até 20g) | 3,50 € | 4,00 € |
| Formato C5 (até 100g) | 6,75 € | 9,75 € |

- Preço de referência considerado: Europa excepto Espanha

CONTRATUAL

Correio Normal

| Escalões de peso | Europa | Espanha | Resto do Mundo | Regime Especial (1) |
|------------------|------------|------------|----------------|---------------------|
| [Até 20g] (a) | 0,66 € (b) | 0,55 € (b) | 0,75 € (b) | 0,66 € (b) |
| [20g-50g] (a) | 1,15 € | 1,00 € | 1,70 € | 1,35 € |
| [50g-100g] | 1,30 € | 1,20 € | 1,90 € | 1,50 € |
| [100g-250g] | 2,30 € | 2,10 € | 3,60 € | 3,40 € |
| [250g-500g] | 3,85 € | 3,65 € | 6,10 € | 6,00 € |
| [500g-1Kg] | 6,70 € | 6,20 € | 12,50 € | 11,75 € |
| [1Kg-2Kg] | 10,75 € | 10,00 € | 19,50 € | 19,25 € |

(a) Aos objetos não normalizados destes escalões aplica-se o preço do escalão seguinte

(b) Preço aplicável aos Bilhetes Postais

(1) Regime Especial: Guiné-Bissau, S. Tomé e Príncipe e Timor-Leste.

Pré-Pagos Correio Normal Internacional (blocos de 5 unidades)

| Formatos | Europa | Resto do Mundo |
|---------------------------|--------|----------------|
| Formato DL e DP (até 20g) | 3,50 € | 4,00 € |
| Formato C5 (até 100g) | 6,75 € | 9,75 € |

- Preço de referência considerado: Europa excepto Espanha

Correio Normal em Quantidade - Business Mail (a)

| Preço / Kg | Preço |
|-------------|---------|
| Prioritário | 35,70 € |
| Económico | 33,00 € |

(a) Requisitos:

- Entrega nos centros de correio empresarial de Lisboa (Pinheiro de Fora, Cabo Ruivo), Porto (Maia) e Coimbra (Taveiro).

- Volumes mínimos: mensal de 100 Kg e anual de 1200 kg.

- Separação por país.

PREÇOS 2013

SERVIÇO INTERNACIONAL

OCASIONAL

Correio Azul

| Escalões de peso | Europa | Resto do Mundo |
|------------------|---------|----------------|
| [Até 20g] (a) | 1,90 € | 1,90 € |
| [20g-50g] (a) | 2,60 € | 2,60 € |
| [50g-100g] | 3,10 € | 3,10 € |
| [100g-250g] | 4,10 € | 4,10 € |
| [250g-500g] | 5,50 € | 7,70 € |
| [500g-1Kg] | 8,25 € | 15,00 € |
| [1Kg-2Kg] | 13,50 € | 23,00 € |

(a) Aos objetos não normalizados destes escalões aplica-se o preço do escalão seguinte

Pré-Pagos Correio Azul Internacional

| Formatos | Preços |
|---------------------------|--------|
| Formato DL e DP (até 20g) | 1,90 € |
| Formato C5 (até 100g) | 3,10 € |
| Formato C4 (até 250g) | 4,10 € |

- Aplicação de descontos em função de quantidades de compra (ver tabela de descontos)

- No caso de envios de Pré-Pagos Correio Azul Internacional (sobrescritos pré-franquiados) com registo acresce o preço de € 1,85.

Correio Azul Príme

| Escalões de peso | Europa | Resto do Mundo |
|------------------|---------|----------------|
| [Até 100g] | 4,60 € | 4,60 € |
| [100g-250g] | 6,00 € | 6,00 € |
| [250g-500g] | 7,50 € | 9,90 € |
| [500g-1Kg] | 10,50 € | 17,50 € |
| [1Kg-2Kg] | 15,00 € | 25,25 € |

Pré-Pagos Correio Azul Príme

| Formatos | Preços |
|-----------------------|--------|
| Formato C5 (até 100g) | 4,60 € |
| Formato C4 (até 250g) | 6,00 € |

- Aplicação de descontos em função de quantidades de compra (ver tabela de descontos)

CONTRATUAL

Correio Azul

| Escalões de peso | Europa | Resto do Mundo |
|------------------|---------|----------------|
| [Até 20g] (a) | 1,80 € | 1,80 € |
| [20g-50g] (a) | 2,40 € | 2,40 € |
| [50g-100g] | 2,85 € | 2,85 € |
| [100g-250g] | 3,80 € | 3,80 € |
| [250g-500g] | 5,15 € | 7,50 € |
| [500g-1Kg] | 7,80 € | 14,30 € |
| [1Kg-2Kg] | 12,90 € | 22,50 € |

(a) Aos objetos não normalizados destes escalões aplica-se o preço do escalão seguinte

Pré-Pagos Correio Azul Internacional

| Formatos | Preços |
|---------------------------|--------|
| Formato DL e DP (até 20g) | 1,90 € |
| Formato C5 (até 100g) | 3,10 € |
| Formato C4 (até 250g) | 4,10 € |

- Aplicação de descontos em função de quantidades de compra (ver tabela de descontos)

- No caso de envios de Pré-Pagos Correio Azul Internacional (sobrescritos pré-franquiados) com registo acresce o preço de € 1,85.

Correio Azul Príme

| Escalões de peso | Europa | Resto do Mundo |
|------------------|---------|----------------|
| [Até 100g] | 4,40 € | 4,40 € |
| [100g-250g] | 5,90 € | 5,90 € |
| [250g-500g] | 7,20 € | 9,70 € |
| [500g-1Kg] | 10,00 € | 16,75 € |
| [1Kg-2Kg] | 14,50 € | 24,50 € |

Pré-Pagos Correio Azul Príme

| Formatos | Preços |
|-----------------------|--------|
| Formato C5 (até 100g) | 4,60 € |
| Formato C4 (até 250g) | 6,00 € |

- Aplicação de descontos em função de quantidades de compra (ver tabela de descontos)

PREÇOS 2013

SERVIÇO INTERNACIONAL

OCASIONAL

Correio Registado

Registo em Mão

| Escalões de peso | Europa | Resto do Mundo |
|------------------|---------|----------------|
| [Até 20g] | 3,20 € | 3,30 € |
| [20g-50g] | 3,65 € | 4,00 € |
| [50g-100g] | 3,95 € | 4,50 € |
| [100g-250g] | 5,00 € | 6,00 € |
| [250g-500g] | 6,50 € | 9,20 € |
| [500g-1Kg] | 9,50 € | 16,00 € |
| [1Kg-2Kg] | 14,00 € | 23,50 € |

Registo Pessoal (a)

| Escalões de peso | Europa | Resto do Mundo |
|------------------|---------|----------------|
| [Até 20g] | 3,90 € | 4,00 € |
| [20g-50g] | 4,35 € | 4,80 € |
| [50g-100g] | 4,70 € | 5,40 € |
| [100g-250g] | 5,70 € | 6,90 € |
| [250g-500g] | 7,25 € | 10,00 € |
| [500g-1Kg] | 10,25 € | 17,30 € |
| [1Kg-2Kg] | 14,75 € | 25,00 € |

(a) A este preço acresce o Aviso de Receção

Pré-Pagos Registo em Mão Internacional

| Formatos | Europa | Resto do Mundo |
|-----------------------|--------|----------------|
| Formato DL (até 20g) | 3,20 € | 3,30 € |
| Formato C5 (até 100g) | 3,95 € | 4,50 € |

Correio Económico - Regime Especial (1)

| Escalões de peso | Preços |
|------------------|------------|
| [Até 20g] | 0,36 € (2) |
| [20g-50g] | 0,57 € |
| [50g-100g] | 0,70 € |
| [100g-250g] | 1,35 € |
| [250g-500g] | 1,35 € |
| [500g-1Kg] | 3,00 € |
| [1Kg-2Kg] | 3,00 € |

(1) Regime Especial: Guiné-Bissau, S. Tomé e Príncipe e Timor-Leste.

(2) A partir de 01 novembro de 2013, o preço será 0,40 €.

(a) Aos objetos não normalizados destes escalões aplica-se o preço do escalão seguinte

CONTRATUAL

Correio Registado

Registo em Mão

| Escalões de peso | Europa | Resto do Mundo |
|------------------|---------|----------------|
| [Até 20g] | 2,95 € | 3,00 € |
| [20g-50g] | 3,40 € | 3,80 € |
| [50g-100g] | 3,60 € | 4,15 € |
| [100g-250g] | 4,60 € | 5,70 € |
| [250g-500g] | 6,10 € | 8,75 € |
| [500g-1Kg] | 9,10 € | 15,40 € |
| [1Kg-2Kg] | 13,60 € | 23,00 € |

Registo Pessoal (a)

| Escalões de peso | Europa | Resto do Mundo |
|------------------|---------|----------------|
| [Até 20g] | 3,60 € | 3,75 € |
| [20g-50g] | 4,05 € | 4,60 € |
| [50g-100g] | 4,40 € | 5,20 € |
| [100g-250g] | 5,40 € | 6,70 € |
| [250g-500g] | 7,05 € | 9,70 € |
| [500g-1Kg] | 9,90 € | 17,00 € |
| [1Kg-2Kg] | 14,50 € | 24,50 € |

(a) A este preço acresce o Aviso de Receção

Pré-Pagos Registo em Mão Internacional

| Formatos | Europa | Resto do Mundo |
|-----------------------|--------|----------------|
| Formato DL (até 20g) | 3,20 € | 3,30 € |
| Formato C5 (até 100g) | 3,95 € | 4,50 € |

Correio Económico - Regime Especial (1)

| Escalões de peso | Preços |
|------------------|------------|
| [Até 20g] | 0,36 € (2) |
| [20g-50g] | 0,57 € |
| [50g-100g] | 0,70 € |
| [100g-250g] | 1,35 € |
| [250g-500g] | 1,35 € |
| [500g-1Kg] | 3,00 € |
| [1Kg-2Kg] | 3,00 € |

(1) Regime Especial: Guiné-Bissau, S. Tomé e Príncipe e Timor-Leste.

(2) A partir de 01 novembro de 2013, o preço será 0,40 €.

(a) Aos objetos não normalizados destes escalões aplica-se o preço do escalão seguinte

PREÇOS 2013

SERVIÇO INTERNACIONAL

OCASIONAL

Pré-Pagos Correio Verde Internacional

| | Formatos | Preços |
|-------------------------|------------------------|---------|
| Envelopes | Formato S (162x229 mm) | 1,90 € |
| Saquetas almofadadas | Formato S (115x215 mm) | 4,00 € |
| | Formato M (235x265 mm) | 10,50 € |
| | Formato L (305x390 mm) | 18,00 € |

- Aplicação de descontos em função de quantidades de compra (ver tabela de descontos)

- No caso de envios de Pré-Pagos Correio Verde Internacional (sobrescritos pré-franquiados) com registo acresce o preço de € 1,85.

VALOR DECLARADO / SEGURO EXTRA

| Escalões | Preços |
|---------------------------|---------|
| Até € 500 | € 2,70 |
| Mais de € 500 a € 1 000 | € 5,45 |
| Mais de € 1 000 a € 2 500 | € 13,60 |
| Mais de € 2 500 a € 5 000 | € 26,90 |

Outros produtos

Blocos de selos auto-adesivos (até 20g)

| Designação | Preços |
|--|---------|
| Bloco de 50 selos Correio Normal - preço base Europa | 35,00 € |

Folhas de selos auto-adesivos (até 20g)

| Designação | Preços |
|--|--------|
| Folha de 10 selos Correio Normal - preço base Europa | 7,00 € |

Pré-franquiado ilustrado

| Designação | Preços |
|-------------------------------|--------|
| Bilhete postal pré-franquiado | 1,45 € |

CONTRATUAL

Pré-Pagos Correio Verde Internacional

| | Formatos | Preços |
|-------------------------|------------------------|---------|
| Envelopes | Formato S (162x229 mm) | 1,90 € |
| Saquetas almofadadas | Formato S (115x215 mm) | 4,00 € |
| | Formato M (235x265 mm) | 10,50 € |
| | Formato L (305x390 mm) | 18,00 € |

- Aplicação de descontos em função de quantidades de compra (ver tabela de descontos)

- No caso de envios de Pré-Pagos Correio Verde Internacional (sobrescritos pré-franquiados) com registo acresce o preço de € 1,85.

VALOR DECLARADO / SEGURO EXTRA

| Escalões | Preços |
|---------------------------|---------|
| Até € 500 | € 2,70 |
| Mais de € 500 a € 1 000 | € 5,45 |
| Mais de € 1 000 a € 2 500 | € 13,60 |
| Mais de € 2 500 a € 5 000 | € 26,90 |

Tabelas de descontos

ÂMBITO NACIONAL

REGIME CONTRATUAL - Serviços postais a crédito, pré-ativo e pronto pagamento

| CORREIO NORMAL | | |
|---------------------------------|----------------|------------------|
| Escalões de faturação mensal | | Taxa de desconto |
| De 10.000 € | a 49.999,99 € | 0,5% |
| 50.000 € | 99.999,99 € | 1,0% |
| 100.000 € | 249.999,99 € | 2,0% |
| 250.000 € | 499.999,99 € | 4,0% |
| 500.000 € | 1.499.999,99 € | 8,0% |
| igual ou superior a 1.500.000 € | | 10,0% |

| CORREIO AZUL | | |
|-------------------------------|--------------|------------------|
| Escalões de faturação mensal | | Taxa de desconto |
| De 750 € | a 1.999,99 € | 4,0% |
| 2.000 € | 9.999,99 € | 6,0% |
| 10.000 € | 49.999,99 € | 8,0% |
| 50.000 € | 99.999,99 € | 10,0% |
| 100.000 € | 199.999,99 € | 12,0% |
| igual ou superior a 200.000 € | | 15,0% |

Condições gerais de aplicação dos descontos:

. A taxa de desconto correspondente a um determinado escalão de faturação é aplicável à totalidade dos envios.

. Na prestação dos serviços a crédito, a taxa de desconto a aplicar à faturação no mês *n* é determinada do seguinte modo: (faturação bruta mês *n* + faturação líquida mês *n-1* + faturação líquida mês *n-2*) - faturas não pagas.

. A atribuição dos descontos é condicionada ao cumprimento das seguintes condições:

- Pré-tratamento da correspondência (divisão por código postal - CP4);
- Programação e entrega nos centros de correio empresarial de Lisboa (Pinheiro de Fora, Cabo Ruivo), Porto (Maia) e Coimbra (Taveiro), das expedições /entregas para quantidades superiores a 250 000 objetos;
- Conformidade da informação inscrita na guia multiprodutos com o correio efetivamente entregue.

Descontos adicionais de leitura automática

| Nº de objetos | Taxa de leitura automática | |
|--------------------------|----------------------------|----------------|
| | 60% a 70% | Superior a 70% |
| De 200 000 até 2 500 000 | 1,0% | 3,0% |
| Superior a 2 500 000 | 1,5% | 5,0% |

Com código de barras de 4 estados

| Nº de objetos | Desconto adicional |
|--------------------------|--------------------|
| De 200 000 até 1 000 000 | 0,5% |
| Superior a 1 000 000 | 1,0% |

Aplicação com base nas quantidades mensais.

Nota: Estes descontos adicionais abrangem os RSF com leitura automática.

Tabelas de descontos

ÂMBITO NACIONAL

REGIME CONTRATUAL - Máquina de franquiar

Máquina de franquiar mecânica

| <i>Euro (fracções de € 100)</i> | <i>Tx. de Desconto</i> |
|---------------------------------|------------------------|
| De € 500 a € 9 900 | 1,5% |
| De € 10 000 a € 49 900 | 2,0% |
| Mais de € 50 000 | 2,5% |

Descontos a aplicar por carregamento de máquina de franquiar, que incide sobre todos os produtos franquizados neste tipo de máquina. No âmbito Nacional enquadram-se os seguintes produtos: Correio Normal, Correio Azul, Correio Registado, e ainda envios de Livros até 2 Kg.

Máquina de franquiar digital

| <i>Escalões (valor de consumo mensal por máquina)</i> | <i>Tx. de Desconto</i> |
|---|------------------------|
| De € 500 a € 9 999,99 | 3,25% |
| De € 10 000 a € 49 999,99 | 3,75% |
| Mais de € 50 000 | 4,25% |

Descontos a aplicar por consumo total de máquina de franquiar, que incide sobre todos os produtos franquizados neste tipo de máquina com exceção do Correio Registado que está sujeito a tabela de descontos específica. Os produtos admissíveis nesta forma de franquia no âmbito Nacional são: Correio Normal, Correio Azul e ainda envios de Livros e de Direct Mail.

Tabelas de descontos

ÂMBITO NACIONAL

REGIME CONTRATUAL - Serviços postais a crédito, pré-ativo e pronto pagamento

| CORREIO REGISTRADO | | |
|---------------------------------|----------------|------------------|
| Escalões de faturação mensal | | Taxa de desconto |
| De 5.500 € | a 54.999,99 € | 0,50% |
| 55.000 € | 219.999,99 € | 1,00% |
| 220.000 € | 659.999,99 € | 1,25% |
| 660.000 € | 1.649.999,99 € | 1,50% |
| 1.650.000 € | 4.399.999,99 € | 2,00% |
| igual ou superior a 4.400.000 € | | 2,50% |

Descontos adicional de produção própria de código de barras Track&Trace: 0,25%

A taxa de desconto correspondente a um determinado escalão de faturação é aplicável à totalidade dos envios.

Na prestação de serviços a crédito, a taxa de desconto a aplicar à faturação no mês n é determinada do seguinte modo: (faturação bruta mês n + faturação líquida mês n-1 + faturação líquida mês n-2) - facturas não pagas.

A atribuição dos descontos é condicionada ao cumprimento das seguintes condições:

- . Pré-tratamento da correspondência (divisão por código postal - CP4)
- . Conformidade da informação inscrita na guia multiprodutos com o correio efectivamente entregue.
- . Adesão do cliente ao sistema *track and trace* de registos dos CTT, numa das seguintes modalidades:
 - a) Preenchimento de um talão de aceitação com código de barras pré-impreso por objecto;
 - b) Apresentação do correio registado com as etiquetas com código de barras pré-impreso já coladas e a listagem descritiva preenchida;
 - c) Produção própria dos códigos de barras e inexistência de qualquer problema nas expedições de registos com T&T.

REGIME CONTRATUAL - Máquina de franquiar

Máquina de franquiar digital

| Escalões (valor de consumo mensal por máquina) | Tx. de Desconto |
|--|-----------------|
| De € 5 500 a € 54 999,99 | 0,50% |
| De € 55 000 a € 219 999,99 | 1,00% |
| De € 220 000 a € 659 999,99 | 1,25% |
| De € 660 000 a € 1 649 999,99 | 1,50% |
| De € 1 650 000 a € 4 399 999,99 | 2,00% |
| Mais de 4 400 000 | 2,50% |

. Desconto adicional por produção própria de T&T (códigos de barras): 0,25%.

Atribuição de descontos condicionada ao cumprimento das seguintes condições:

- . Pré-tratamento da correspondência (divisão por código postal - CP4)
- . Adesão do cliente ao sistema de *track and trace* de registos dos CTT, através da apresentação do correio com etiquetas pré-impresas ou produção própria dos códigos de barras.

Tabelas de descontos

ÂMBITO NACIONAL

PRÉ-FRANQUIADOS

(Descontos a atribuir por aquisição/compra)

PRÉ-PAGOS CORREIO VERDE

| <i>Escalões (nº de objetos)</i> | <i>Tx. de Desconto</i> |
|---------------------------------|------------------------|
| De 100 a 249 | 1,5% |
| De 250 a 499 | 2,5% |
| Igual ou superior a 500 | 5,0% |

PRÉ-PAGOS CORREIO AZUL

| <i>Escalões (nº de objetos)</i> | <i>Tx. de Desconto</i> |
|---------------------------------|------------------------|
| De 250 a 999 | 4,0% |
| De 1 000 a 4 999 | 8,5% |
| De 5 000 a 9 999 | 10,0% |
| De 10 000 a 24 999 | 11,5% |
| De 25 000 a 49 999 | 13,0% |
| De 50 000 a 99 999 | 14,0% |
| Igual ou superior a 100 000 | 15,0% |

Tabelas de descontos

ÂMBITO INTERNACIONAL

REGIME CONTRATUAL - Serviços postais a crédito, pré-ativo e pronto pagamento

| CORREIO NORMAL | | |
|------------------------------|--------------|------------------|
| Escalões de faturação mensal | | Taxa de desconto |
| De 2.500 € | a 3.999,99 € | 2,0% |
| 4.000 € | 5.999,99 € | 5,0% |
| 6.000 € | 11.999,99 € | 7,5% |
| Igual ou superior a 12.000 € | | 10,0% |

| CORREIO NORMAL EM QUANTIDADE - BUSINESS MAIL | | |
|--|---------------|------------------|
| Escalões de faturação mensal | | Taxa de desconto |
| De 20.000 € | a 49.999,99 € | 1,5% |
| 50.000 € | 99.999,99 € | 3,0% |
| Igual ou superior a 100.000 € | | 4,0% |

| CORREIO AZUL | | |
|------------------------------|-----------|------------------|
| Escalões de faturação mensal | | Taxa de desconto |
| De 20 € | a 74,99 € | 2,5% |
| 75 € | 149,99 € | 5,0% |
| 150 € | 249,99 € | 7,5% |
| Igual ou superior a 250 € | | 10,0% |

| CORREIO AZUL PRIME | | |
|------------------------------|------------|------------------|
| Escalões de faturação mensal | | Taxa de desconto |
| De 50 € | a 249,99 € | 4,5% |
| 250 € | 749,99 € | 6,5% |
| 750 € | 999,99 € | 8,0% |
| Igual ou superior a 1.000 € | | 12,0% |

Condições gerais de aplicação dos descontos:

- . A taxa de desconto correspondente a um determinado escalão de faturação é aplicável à totalidade dos envios.
- . Na prestação dos serviços a crédito, a taxa de desconto a aplicar à faturação no mês n é determinada do seguinte modo: (faturação bruta mês n + faturação líquida mês n-1 + faturação líquida mês n-2) - faturas não pagas.
- . A atribuição dos descontos é condicionada ao cumprimento da conformidade da informação inscrita na guia multiprodutos com o correio efetivamente entregue.

Tabelas de descontos

ÂMBITO INTERNACIONAL

REGIME CONTRATUAL - Máquina de franquiar

Máquina de franquiar mecânica

| <i>Euro (fracções de € 100)</i> | <i>Tx. de Desconto</i> |
|---------------------------------|------------------------|
| De € 500 a € 9 900 | 1,5% |
| De € 10 000 a € 49 900 | 2,0% |
| Igual ou superior a € 50 000 | 2,50% |

Descontos a aplicar por carregamento de máquina de franquiar, que incide sobre todos os produtos franquizados neste tipo de máquina. No âmbito Internacional enquadram-se os seguintes produtos: Correio Normal, Correio Azul, Correio Registado e ainda envios de Livros até 2 Kg.

Máquina de franquiar digital

| <i>Escalões (valor de consumo mensal por máquina)</i> | <i>Tx. de Desconto</i> |
|---|------------------------|
| De € 500 a € 9 999,99 | 3,25% |
| De € 10 000 a € 49 999,99 | 3,75% |
| Igual ou superior a € 50 000 | 4,25% |

Descontos a aplicar por consumo total de máquina de franquiar, que incide sobre todos os produtos franquizados neste tipo de máquina com exceção do Correio Registado que está sujeito a tabela de descontos específica. Os produtos admissíveis nesta forma de franquia no âmbito Internacional são: Correio Normal, Correio Azul, Correio Azul Prime, Livros e Direct Mail Internacional.

Tabelas de descontos

ÂMBITO INTERNACIONAL

REGIME CONTRATUAL - Serviços postais a crédito, pré-ativo e pronto pagamento

| CORREIO REGISTADO | | |
|------------------------------|--------------|------------------|
| Escalões de faturação mensal | | Taxa de desconto |
| De 1.000 € | a 3.999,99 € | 0,50% |
| 4.000 € | 13.999,99 € | 0,75% |
| 14.000 € | 27.999,99 € | 1,00% |
| 28.000 € | 79.999,99 € | 1,25% |
| Igual ou superior a 80.000 € | | 1,50% |

Descontos adicional de produção própria de código de barras Track&Trace: 0,25%

A taxa de desconto correspondente a um determinado escalão de faturação é aplicável à totalidade dos envios.

. Na prestação dos serviços a crédito, a taxa de desconto a aplicar à faturação no mês *n* é determinada do seguinte modo: (faturação bruta mês *n* + faturação líquida mês *n-1* + faturação líquida mês *n-2*) - faturas não pagas.

A atribuição dos descontos é condicionada ao cumprimento das seguintes condições:

- . Pré-tratamento da correspondência (divisão do correio por países)
- . Conformidade da informação inscrita na guia multiprodutos com o correio efectivamente entregue.
- . Adesão do cliente ao sistema *track and trace* de registos numa das seguintes modalidades:
 - a) Preenchimento de um talão de aceitação com código de barras pré-impresso por objecto;
 - b) Apresentação do correio registado com as etiquetas com código de barras pré-impresso já coladas e a listagem descritiva preenchida;
 - c) Produção própria dos códigos de barras e inexistência de qualquer problema nas expedições de registos com T&T.

REGIME CONTRATUAL - Máquina de franquiar

Máquina de franquiar digital

| Escalões (valor de consumo mensal por máquina) | Tx. de Desconto |
|--|-----------------|
| De € 1 000 a € 3 999,99 | 0,50% |
| De € 4 000 a € 13 999,99 | 0,75% |
| De € 14 000 a € 27 999,99 | 1,00% |
| De € 28 000 a € 79 999,99 | 1,25% |
| Igual ou superior a € 80 000 | 1,50% |

Atribuição de descontos condicionada ao cumprimento das seguintes condições:

- . Pré-tratamento da correspondência (divisão do correio por países)
- . Adesão do cliente ao sistema de *track and trace* através da apresentação do correio com etiquetas pré-impressas ou produção própria dos códigos de barras.

Tabelas de descontos

ÂMBITO INTERNACIONAL

PRÉ-FRANQUIADOS

(Descontos a atribuir por aquisição/compra)

PRÉ-PAGOS CORREIO VERDE

| <i>Escalões (nº de objetos)</i> | <i>Tx. de Desconto</i> |
|---------------------------------|------------------------|
| De 100 a 249 | 1,5% |
| De 250 a 499 | 2,5% |
| Igual ou superior a 500 | 5,0% |

PRÉ-PAGOS CORREIO AZUL

| <i>Escalões (nº de objetos)</i> | <i>Tx. de desconto</i> |
|---------------------------------|------------------------|
| De 10 a 25 | 5,0% |
| Igual ou superior a 26 | 15,0% |

PRÉ-PAGOS CORREIO AZUL PRIME

| <i>Escalões (nº de objetos)</i> | <i>Tx. de desconto</i> |
|---------------------------------|------------------------|
| De 10 a 24 | 2,5% |
| De 25 a 49 | 6,5% |
| De 50 a 99 | 8,0% |
| Igual ou superior a 100 | 12,0% |

Preços 2013

Encomenda Normal Nacional

Via Superfície

| ESCALÕES DE PESO | ZONAS | | |
|------------------|--------|--------|---------|
| | T1 | T2 | CAM |
| Até 2Kg | € 4,10 | € 4,65 | € 6,45 |
| 2Kg a 5Kg | € 5,25 | € 6,25 | € 8,80 |
| 5Kg a 10Kg | € 7,90 | € 9,50 | € 15,40 |

T1, T2 - em função do código postal de origem e de destino
 CAM - Continente, Açores e Madeira

Via Aérea

| ESCALÕES DE PESO | PERCURSO | | | | |
|------------------|----------|---------|---------|---------|--------|
| | A/C | M/C | A/M/A | A/A | M/M |
| Até 2Kg | € 7,00 | € 6,00 | € 6,50 | € 4,60 | € 4,10 |
| 2Kg a 3Kg | € 9,50 | € 8,50 | € 9,00 | € 5,70 | € 5,00 |
| 3Kg a 4Kg | € 11,40 | € 9,20 | € 10,60 | € 7,00 | € 5,70 |
| 4Kg a 5Kg | € 13,40 | € 10,50 | € 12,90 | € 7,50 | € 6,50 |
| 5Kg a 6Kg | € 15,90 | € 13,90 | € 15,50 | € 9,10 | € 7,90 |
| 6Kg a 7Kg | € 17,80 | € 15,00 | € 17,25 | € 9,80 | € 8,30 |
| 7Kg a 8Kg | € 19,80 | € 16,50 | € 19,25 | € 10,20 | € 8,50 |
| 8Kg a 9Kg | € 21,80 | € 17,50 | € 21,50 | € 11,20 | € 9,00 |
| 9Kg a 10Kg | € 23,90 | € 18,00 | € 24,00 | € 12,25 | € 9,85 |

C - Continente
 A - Açores
 M - Madeira

Encomenda Normal Nacional

ZONAS

| Código Postal | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 (A) | 9 (A') | 9 (M) | 9(M') |
|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-------|--------|-------|-------|
| 1 | T1 | T1 | T1 | T1 | T2 | T2 | T2 | T2 | CAM | CAM | CAM | CAM |
| 2 | T1 | T1 | T1 | T1 | T2 | T1 | T1 | T2 | CAM | CAM | CAM | CAM |
| 3 | T1 | T1 | T1 | T1 | T1 | T1 | T2 | T2 | CAM | CAM | CAM | CAM |
| 4 | T1 | T1 | T1 | T1 | T1 | T2 | T2 | T2 | CAM | CAM | CAM | CAM |
| 5 | T2 | T2 | T1 | T1 | T1 | T1 | T2 | T2 | CAM | CAM | CAM | CAM |
| 6 | T2 | T1 | T1 | T2 | T1 | T1 | T1 | T2 | CAM | CAM | CAM | CAM |
| 7 | T2 | T1 | T2 | T2 | T2 | T1 | T1 | T1 | CAM | CAM | CAM | CAM |
| 8 | T2 | T2 | T2 | T2 | T2 | T2 | T1 | T1 | CAM | CAM | CAM | CAM |
| 9 (A) | CAM | CAM | CAM | CAM | CAM | CAM | CAM | CAM | T1 | T2 | CAM | CAM |
| 9 (A') | CAM | CAM | CAM | CAM | CAM | CAM | CAM | CAM | T2 | T1 | CAM | CAM |
| 9 (M) | CAM | CAM | CAM | CAM | CAM | CAM | CAM | CAM | CAM | CAM | T1 | T2 |
| 9 (M') | CAM | CAM | CAM | CAM | CAM | CAM | CAM | CAM | CAM | CAM | T2 | T1 |

A e A' - duas quaiquer ilhas dos Açores
M e M' - duas quaiquer ilhas da Madeira

Preços 2013

Encomenda Internacional

| ESCALÕES DE PESO | ZONAS | | | |
|------------------|---------|---------|----------|----------|
| | 1 | 2 | 3 | 4 |
| Até 1Kg | € 22,75 | € 26,75 | € 32,00 | € 39,00 |
| De 1Kg a 2Kg | € 25,25 | € 30,25 | € 39,75 | € 53,50 |
| De 2Kg a 3Kg | € 28,00 | € 34,00 | € 47,50 | € 67,75 |
| De 3Kg a 4Kg | € 30,25 | € 37,75 | € 55,25 | € 82,25 |
| De 4Kg a 5Kg | € 33,00 | € 41,25 | € 63,00 | € 96,50 |
| De 5Kg a 6Kg | € 35,50 | € 45,00 | € 70,75 | € 111,00 |
| De 6Kg a 7Kg | € 38,00 | € 49,00 | € 78,50 | € 125,25 |
| De 7Kg a 8Kg | € 40,50 | € 52,50 | € 86,25 | € 139,50 |
| De 8Kg a 9Kg | € 43,00 | € 56,25 | € 93,50 | € 153,75 |
| De 9Kg a 10Kg | € 45,50 | € 59,75 | € 103,00 | € 168,00 |

Encomenda Internacional 2013 - Zonas

| ZONA 1 | | | |
|------------------------|----------------------------|--------------------------|------------------------|
| Alemanha | Dinamarca | Holanda | Mónaco |
| Andorra | Espanha | Irlanda | Noruega |
| Áustria | França | Itália | Suiça |
| Bélgica | Gibraltar | Luxemburgo | Vaticano |
| ZONA 2 | | | |
| Albânia | Eslovénia | Kosovo | São Tomé e Príncipe |
| Angola | Estónia | Letónia | Sérvia e Montenegro |
| Arménia | Finlândia | Liechtenstein | Suécia |
| Bielorússia | Geórgia | Lituânia | Timor-Leste |
| Bósnia - Herzegovina | Grã-Bretanha | Macedónia | Turquia |
| Bulgária | Grécia | Malta | Ucrânia |
| Cabo Verde | Gronelândia | Moçambique | |
| Checa, Rep. | Guiné-Bissau | Moldávia | |
| Chipre | Hungria | Polónia | |
| Croácia | Ilhas Faroé | Roménia | |
| Eslováquia | Islândia | Federação Russa | |
| ZONA 3 | | | |
| África do Sul | Congo - Rep. Dem. | Irão | Quênia |
| Anguila | Costa do Marfim | Iraque | Reunião e Mayotte |
| Antígua e Barbuda | Costa Rica | Israel | Ruanda |
| Arábia Saudita | Cuba | Jamaica | S. Christophe e Nevis |
| Argélia | Curaçao | Jordânia | S. Pierre e Miquelon |
| Argentina | Djibuti | Kuwait | S. Vicent e Grenadines |
| Aruba | Dominica | Lesoto | Santa Helena |
| Ascensão | Dominicana (Rep.) | Libano | Santa Lúcia |
| Bahamas | Egipto | Libéria | Senegal |
| Bahrain | El Salvador | Líbia (Jamahiriya Líbia) | Serra Leoa |
| Barbados | Emirados Árabes Unidos | Madagáscar | Síria |
| Belize | Equador | Malawi | Somália |
| Benim | Eritreia | Mali | Suazilândia |
| Bermudas | Estados Unidos América | Marrocos | Sudão |
| Bolívia | Etiópia | Martínica | Suriname |
| Botswana | Falkland, Ilhas (Malvinas) | Maurícias | Tanzânia |
| Brasil | Gabão | Mauritânia | Togo |
| Burkina Faso | Gâmbia | México | Trindade e Tobago |
| Burundi | Ghana | Montserrat | Tristão da Cunha |
| Camarões | Grenada | Namíbia | Tunísia |
| Canadá | Guadalupe | Nicarágua | Turques e Caiques |
| Cayman, Ilhas | Guatemala | Niger | Uganda |
| Centro-Africana (Rep.) | Guiana | Nigéria | Uruguai |
| Chade | Guiana Francesa | Omão | Venezuela |
| Chile | Guiné Equatorial | Panamá | Virgens, Ilhas |
| Colômbia | Guiné | Paraguai | Zâmbia |
| Comores | Haiti | Peru | Zimbabue |
| Congo | Honduras | Qatar | |
| ZONA 4 | | | |
| Afganistão | Filipinas | Nepal | Sri Lanka |
| Austrália | Hong Kong | Nova Caledónia | Tajiquistão |
| Azerbaijão | Índia | Nova Zelândia | Tailândia |
| Bangladesh | Indonésia | Papua Nova-Guiné | Taiwan |
| Brunei Darussalam | Japão | Paquistão | Tonga |
| Butão | Kiribati | Pitcairn, Ilhas | Turkmenistão |
| Cambodja | Laos, Rep. Dem. Pop. | Polinésia Francesa | Tuvalu |
| Cazaquistão | Macau | Quirguistão | Uzbequistão |
| China (Rep. Pop.) | Malásia | Salomão, Ilhas | Vanuatu |
| Cook, Ilhas | Maldivas | Samoa Americana | Vietnam |
| Coreia, Rep. Dem. Pop. | Mongólia | Samoa Ocidental | Wallis e Futuna |
| Coreia Sul | Myanmar | Seychelles | Yémen |
| Fidji | Nauru | Singapura | |

Tabela de Descontos

ÂMBITO INTERNACIONAL

REGIME CONTRATUAL - Serviços postais a crédito, pré-ativo e pronto pagamento

Encomenda Internacional

| <i>Escalões (faturação mensal)</i> | <i>Descontos</i> |
|------------------------------------|------------------|
| De € 250 a € 499,99 | 5,0% |
| De € 500 a € 1 499,99 | 7,5% |
| De € 1 500 a € 2 999,99 | 10,0% |
| De € 3 000 a € 4 999,99 | 12,0% |
| De € 5 000 a € 14 999,99 | 14,0% |
| Igual ou superior a € 15 000 | 15,0% |

Condições gerais de aplicação dos descontos:

. A taxa de desconto correspondente a um determinado escalão de faturação é aplicável à totalidade dos envios.

. Na prestação dos serviços a crédito, a taxa de desconto a aplicar à faturação no mês n é determinada do seguinte modo: (faturação bruta mês n + faturação líquida mês n-1 + faturação líquida mês n-2) - faturas não pagas.

. A atribuição dos descontos é condicionada ao cumprimento da conformidade da informação inscrita na guia multiprodutos com o correio efetivamente entregue.