

Report on the Universal Postal Service Quality System of CTT – Correios de Portugal, S.A. for 2005, for the purpose of article 8, paragraph 7, of Law no. 102/99 of 26 July, as amended by Decree-Law no. 116/2003 of 12 June

Considering:

- i) That pursuant to paragraph 7 of article 8 of Law no. 102/99 of 26 July, as amended by Decree-Law no. 116/2003 of 12 June, ICP-Autoridade Nacional de Comunicações (ICP-ANACOM), being the postal sector regulatory body, is required to ensure independently from CTT – Correios de Portugal, S.A. (CTT), the universal postal provider, the monitoring of the levels of quality of service actually provided, results achieved being included in a report to be published at least once every year;
- ii) That the Universal Postal Service Quality Convention, concluded on 20 January 2004 between ICP-ANACOM and CTT, pursuant to paragraph 5 of article 8 of the above-mentioned Law no. 102/99 of 26 July, defined the quality of service indicators (QSI) to be provided by CTT in 2005;
- iii) That ICP-ANACOM undertook through its own means a monitoring action to CTT's QSI values for 2005;
- iv) The conclusions reached in the monitoring action,

ICP-ANACOM hereby declares, for the purpose of paragraph 7 of article 8 of Law no. 102/99 of 26 July, as amended by Decree-Law no. 116/2003 of 12 June, that within CTT's QSI¹ monitoring system for 2005:

- (i) The recalculation of QSI1, QSI2, QSI4 and QSI5 corresponded to the value notified by CTT to ICP-ANACOM, whereas for QSI3 an insignificant difference was achieved relatively to the value notified by CTT to ICP-ANACOM (93.03% and 93.1% respectively). Without prejudice, as far as QSI1 to QSI5 are concerned, it is not possible to deliver an opinion on the validity of values notified by CTT to ICP-ANACOM, as CTT no longer had any physical medium relatively to the mail items tested;
- (ii) As regards QSI6, QSI 9 and QSI10, no situations have been found that question the validity of values notified by CTT to ICP-ANACOM. Without prejudice, for QSI6 an insignificant difference was achieved relatively to the value notified by CTT to ICP-ANACOM (97.26% and 97.2% respectively);
- (iii) QSI7 and QSI8 were not monitored, as basic information for calculation is available only at the International Post Corporation (IPC), the calculation of transit time for

¹ QSI1 - Transit time for Non-Priority Mail (D+3);

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

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

QSI4 – Non-priority mail not delivered within 15 working days (per one thousand letters);

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

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

QSI7 – Transit time for Intra-community Cross-border Mail (D+3);

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

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

QSI10 – Waiting time at Post Establishments (rate of events up to 10 minutes).

intra-community cross-border mail being monitored through the UNEX² independent measuring system;

- (iv) This statement is without prejudice to recommendations and determinations made by this Authority following audits to CTT's universal postal service quality system, especially those ongoing for 2006 and 2007.

² See http://www.ipc.be/index.php?option=com_content&task=view&id=43&Itemid=152.