

Overview of MaltaPost's USO		
Service		Service Standards
Single Piece Letter Post (max 2 kg)		(95%, D+1)
Bulk Letter Post		(95%, D+1)
Newspapers, magazines, etc		(95%, D+1)
Parcels (max 20 kgs)		(98%, D+1)
Registration and Insurance of postal articles (for postal items weighing up to 20 kgs)		(98%, D+1)
Collection and delivery frequency (letters up to a max of 2 kgs)	At least one clearance and delivery 6 days per week (Monday - Saturday)	-
Collection and delivery frequency for parcels (up to a max of 20 kgs)	At least on clearance and delivery 6 days per week (Monday - Saturday)	Delivery point - Parcels delivered without charge to addressee
<p><b>Outgoing: European Union services:</b></p> <ul style="list-style-type: none"> <li>• Service of ensuring that postal articles are handed over to the postal provider in the relevant EU Member State.</li> <li>• Compatible with enabling the postal article to arrive within three days (85% of postal articles must arrive within three days - D+3 and 97% must arrive within five days - D+5).</li> </ul> <p><b>Outgoing: rest of the world:</b></p> <ul style="list-style-type: none"> <li>• Service of ensuring that postal articles are handed over to the postal provider in the appropriate non-EU country</li> <li>• A service compatible with enabling the item to arrive within nine days (D+9)</li> <li>• Outbound Parcel Post (Loading on Airline in Malta) 95% D+1 for EU Countries, Switzerland, Australia, Canada and USA, 96% D+3 for all other countries</li> <li>• Outbound Registered Mail (Loading on Airline in Malta) 95% D+1 for EU Countries, Switzerland, Australia, Canada and USA, 99% D+3 for all other countries</li> </ul> <p><b>Incoming: European Union and rest of the world:</b></p> <ul style="list-style-type: none"> <li>• "Extension of foreign operators' post network into Malta" i.e. MaltaPost delivers international mail to Malta addresses.</li> <li>• For incoming EU mail, 85% of mail to arrive at Malta addresses within 3 days of having been collected in another EU Member State and 97% to arrive within 5 days of being collected.</li> <li>• Incoming mail arriving at MaltaPost's Office of Exchange delivered within the QoS performance targets for inland mail services.</li> </ul>		
<p><b>The following facilities for the delivery of postal articles are provided at the request of the addressee:</b></p> <ul style="list-style-type: none"> <li>• <i>Poste Restante</i></li> <li>• Re-direction</li> <li>• Business Reply Service</li> <li>• Private delivery boxes</li> </ul> <p><b>Other services include:</b></p> <ul style="list-style-type: none"> <li>• Certificate of Posting</li> <li>• Return to Sender of Undeliverable Mail</li> <li>• Withdrawal of Postal Article before delivery to the addressee</li> <li>• Advice of Delivery of Registered Letters</li> <li>• Certificate of loss or damage</li> </ul>		

- Provision of a national post code system

**Free Services:**

Domestic and International services for blind a partially sighted persons:

Up to 7 kg, for certain eligible items related to blindness or partial sightedness

<b>Postal Outlets:</b>	<p>Minimum of 59 postal outlets providing 'basic counter services'.</p> <p><i>A postal outlet providing basic counter services may include a Post Office operated by the USP or sub-post offices operated by third parties and the facilities provided to deposit bulk mail.</i></p>
<b>Public letterboxes:</b>	<p>A letterbox as near to each town or village centre as practical:</p> <ul style="list-style-type: none"> <li>- In localities where the population density is higher than the national average not less than 98% of users of postal services should be within 400 m of a letterbox.</li> <li>- In localities where the population density is lower than the national average not less than 98% of users of postal services should be within 800 m of a letterbox.</li> </ul>