

Quality of Service Performance Results



As officially submitted by MaltaPost p.l.c. to the Malta Communications Authority

Financial Year 2007

Period: 1st October 2006 to 30th September 2007

| | <u>J+1 Result</u> | <u>J+1 Target</u> | <u>Source</u> |
|---|-------------------|-------------------|--|
| Domestic Ordinary Mail (single-piece mail) | 94.86% | 92% | Independent End-to-End Measurement |
| Domestic & Inbound Registered Mail | 96.06% | 97% | Track & Trace System |
| Inbound Ordinary Mail | 95.50% | 92% | UNEX Measurement System (IPC-Brussels) |
| Outbound Ordinary Mail | 92.20% | 92% | UNEX Measurement System (IPC-Brussels) |
