

# Quality of Service Performance Results



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

## Financial Year 2008

Period: 1<sup>st</sup> October 2007 to 30<sup>th</sup> September 2008

	<u>J+1 Result</u>	<u>J+1 Target</u>	<u>Source</u>
<b>Domestic Ordinary Mail (single-piece mail)</b>	93.29%	92%	Independent End-to-End Measurement
<b>Domestic Bulk Mail<sup>1</sup></b>	91.82%	92%	Independent End-to-End Measurement
<b>Domestic &amp; Inbound Registered Mail</b>	98.28%	97%	Track & Trace System
<b>Domestic &amp; Inbound Priority Parcels</b>	99.60%	97%	Track & Trace System
<b>Inbound Ordinary Mail</b>	93.20%	92%	UNEX Measurement System (IPC-Brussels)
<b>Outbound Ordinary Mail</b>	96.70%	92%	UNEX Measurement System (IPC-Brussels)

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<sup>1</sup> MaltaPost started Bulk mail monitoring in April 2006. This result represents the performance for the period April 2008 to September 2008