

Quality of Service Performance Results



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

Financial Year 2010

Period: 1st October 2009 to 30th September 2010

	<u>J+1 Result</u>	<u>J+1 Target</u>	<u>Source</u>
Domestic Ordinary Mail (single-piece mail)	95.09%	93%	Independent End-to-End Measurement
Domestic Bulk Mail	95.98%	93%	Independent End-to-End Measurement
Domestic & Inbound Registered Mail	99.65%	97%	Track & Trace System
Domestic & Inbound Priority Parcels	99.96%	97%	Track & Trace System
Inbound Ordinary Mail	96.70%	93%	UNEX Measurement System (IPC-Brussels)
Outbound Ordinary Mail	98.30%	93%	UNEX Measurement System (IPC-Brussels)
