



Quality of Service Performance Results

Official performance results as submitted to the Malta Communications Authority

Financial Year 2018

Next Day Delivery (J+1)

Service Standard	Next-day Performance	Margin of Error	Next-day target	Day+2 Performance	Day+2 target	Day+3 Performance	Day+3 target	Source	
Domestic Ordinary Mail (single-piece mail)	Next-day delivery	95.5%	± 2.2%	95%	99.3%	98%	99.7%	99%	PwC Domestic End-to-End Measurement
Domestic Bulk Mail	Next-day delivery	94.3%	± 2.6%	95%	99.6%	98%	99.9%	99%	PwC Domestic End-to-End Measurement
Inbound Ordinary Mail	Next-day delivery	94.2%	± 1.8%	95%	99.1%	98%	99.6%	99%	PwC Cross-Border Measurement
Outbound Ordinary Mail	Next-day dispatching	97.1%	± 1.8%	95%					PwC Cross-Border Measurement
Domestic & Inbound Registered Mail	Next-day delivery	99.3%	N/A	98%	99.8%	99%	99.9%	99%	Local Track & Trace System
Domestic & Inbound Priority Parcels	Next-day delivery	99.5%	N/A	98%	99.9%	99%	99.9%	99%	Local Track & Trace System