



## Quality of Service Standards

Applicable as from October 2023

### Performance Targets

<b>MCA Measured Services</b>	<b>Service Standard</b>	<b>Malta Communications Authority (MCA) Target</b>
<b>Domestic Single Piece Mail</b>	Next Day Delivery J+1	88%
<b>Domestic Bulk Mail</b>	Next Day Delivery J+1	88%
Domestic & Foreign Inbound <b>Registered Mail</b>	Next Day Delivery J+1	95%
<b>Foreign Inbound Mail</b>	Next Day Delivery J+1	88%
<b>Foreign Outbound Mail</b>	Next Day Dispatch J+1	95%
Domestic & Inbound <b>Priority Parcels</b>	Next Day Delivery J+1	95%

### MCA Measured Services

### Description

<b>Domestic E2E Single Piece Mail</b>	Domestic Single Piece Letter Mail. From posting to delivery - Measurement conducted by an independent body in accordance with the EN 13850 Standard
<b>Domestic Bulk Mail</b>	Domestic Bulk Mail. From posting over the counter to delivery - Measurement conducted by an independent body in accordance with the EN 14534 Standard
Domestic & Foreign Inbound <b>Registered Mail</b>	Next day delivery of Registered Mail. From lodgement or receipt at the airport, to delivery (Non-EU articles may be subject to customs clearance) - Report generated through an independently audited Local Track & Trace System
<b>Foreign Inbound Mail</b>	Next day delivery of mail from European countries. From arrival in Malta to delivery - Measurement conducted by an independent body in accordance with the EN 13850 Standard
<b>Foreign Outbound Mail</b>	Dispatch of mail addressed to European countries From posting in Malta up to loading on aircraft by the next working day. - Measurement conducted by an independent body in accordance with the EN 13850 Standard
Domestic & Inbound <b>Priority Parcels</b>	Next day delivery of Priority (Air) and Domestic Parcels. From lodgement or receipt at the airport, to delivery (Non-EU parcels may be withheld for customs clearance) - Report generated through an independently audited Local Track & Trace System

Quality targets as per MCA Decision Notice - Quality of Service to be achieved by MaltaPost for the Universal Postal Service (MCA/D/24-5173) - published on the 26<sup>th</sup> January 2024