

POSTAL SERVICES ► ANNOUNCEMENTS OF THE HELLENIC
TELECOMMUNICATIONS & POST COMMISSION

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

ANNOUNCEMENT

QUALITY SPECIFICATIONS OF UNIVERSAL POSTAL SERVICE

Law 2668/1998 (Hellenic Government Gazette 282/A/18-12-1998) on the organisation of the Postal Services sector, among other things, defines that: Postal Services of a specific quality shall be provided, on a permanent basis and at affordable prices, to all users of Postal Services regardless of the region where they are located in Greece. Users have the right to enjoy Universal Postal Services, which include:

- Clearance, sorting, transport and distribution of postal items up to two (2) kilograms.
- Clearance, sorting, transport and distribution of postal packages up to twenty (20) kilograms
- Services regarding registered items and insured items

The Law designates the Hellenic Post as the Universal Service Provider.

Ministerial Decision No. 79273/2000 (Hellenic Government Gazette 1588/B/29-12-2000) determines the quality specifications of Universal Service and the terms under which it is provided:

Regular provision of Universal Service consists in collecting and providing home delivery to every person (natural or legal) during every business day of the week and at least for five (5) days of the week, with the exception of some small communities located in certain regions of Greece. The Hellenic Post shall issue a separate list for each prefecture that shall note the communities that are excluded from the above and the frequency at which these communities shall be served (one, two, three or four times a week). The list shall be posted at all post offices established within the Prefecture and it shall be communicated to both the Municipal and Community Districts thereof and to the Hellenic Telecommunications & Post Commission.

1. Percentages by which **A Priority domestic mail** is delivered to the recipient after one (1) or three (3) business days from the mailing business day (day H), under the condition that postal items are mailed from access points of the Hellenic Post until 12:00 p.m. on day H.

	YEARS				
TIMES	2001	2002	2003	2004	2005
H + 1*	70%	77 (%)	82 (%)	85 (%)	85 (%)
H + 3**	87%	90 (%)	93 (%)	95 (%)	99 (%)

(percentages indicate quality throughout Greece)

2. Percentages by which **Priority A** International mail is delivered from the mailing day until delivery to the recipient.

OUTGOING		YEARS				
ZONES	TIMES	2001	2002	2003	2004	2005
A	H+3*	75%	80%	83%	85%	85%
	H+5**	93%	95%	97%	97%	99%
B	H+3*	65%	70%	75%	80%	80%
	H+5**	85%	90%	93%	95%	95%

INCOMING		YEARS				
ZONES	TIMES	2001	2002	2003	2004	2005
A	H+3*	70%	78%	82%	85%	85%
	H+5**	93%	95%	97%	97%	99%
B	H+3*	60%	68%	72%	80%	80%
	H+5**	85%	90%	93%	95%	95%

Zone A: Countries that have a daily direct flight (all countries of the European Union with the exception of the countries of Zone B)

Zone B: Countries that do not have a daily direct flight (in other words, Portugal, the Republic of Ireland, Norway, Finland, Iceland)

* these percentages constitute an index of the delivery time by which mail is distributed.

** these percentages constitute an index of the reliability of the provided service.

The Hellenic Post guarantees a sufficient number of access and contact points throughout Greece through which Universal Service shall be provided. Access and contact points are Post Offices, Post Agencies, Rural Distributors, post office boxes and mail boxes. The Hellenic Post is obligated to place one mail box, at least for the collection of mail, at each community located in a rural region and at least one mail box for every 1,000 persons in urban regions.

The following are deemed as proper facilities for the distribution of postal items, in the case in which home delivery service is not provided:

- A. In urban regions (located within the town plan), house mail boxes (single homes or apartment buildings pursuant to article 32 of the Building Structure Regulation), under the condition that a mailman's unhindered access thereto is secured.
- B. In rural regions at pre-designated points where closed post office box cabinets may be installed, upon collaboration between local authorities and the universal service provider. In case where closed post office box have not been installed and no recipient appears, the mail must be delivered to the recipient's home and must not be left at various stores located within the region or given to third parties who do not have legal authorization.
- C. In semi-urban regions (located outside the town plan), a series of mail boxes installed at specific points, following a collaboration between local authorities and the Hellenic Post.

The Hellenic Telecommunications & Post Commission is the competent authority for announcing the Universal Service's quality specifications, for conducting an objective quality control thereof and for publishing the results thereof.

The Hellenic Telecommunications & Post Commission underline that all the information included in the present announcement is accurate with regard to the matters dealt with herein but does not depict the entire texts of the Law and of the Ministerial Decision. The texts of both the Law and of the Ministerial Decision define all the matters that concern the quality of the Universal Service, such as the systems and the organisation that measures it, the publication of results and other details and the operation of the entire Postal Market. The present announcement does not substitute the texts of either the Law or of the Ministerial Decision.