

POSTAL SERVICES ► ANNOUNCEMENTS OF THE HELLENIC
TELECOMMUNICATIONS & POST COMMISSION

HELLENIC TELECOMMUNICATIONS & POST COMMISSION

ANNOUNCEMENT

UNIVERSAL POSTAL SERVICE RESULTS OF QUALITY MEASUREMENT

Law 2668/1998 (Hellenic Government Gazette 282/A/18-12-1998) on the organisation of the Postal Services sector, as it is in force following its amendment, among other things, defines that: Postal service users shall enjoy the permanent provision of postal services of specified quality at all points in the territory of Greece at affordable prices.

The Hellenic Telecommunications & Post Commission publishes the results of the Universal Postal Service quality measurements of the for the 1st six-month period of 2005 regarding A' Priority Domestic Mail and specifically the time of delivery thereof from the point of mailing to the point of delivery (end-to-end).

The present announcement and measurements are effected pursuant to the provisions of Ministerial Decision No. 79293/200, which determinates the specifications according to which Universal Service must be provided for both domestic and international mail.

In Greece, Universal Service is provided by the Hellenic Post.

Quality measurements of A' Priority Domestic Mail for the 1st half-year of 2005 are carried out by the Hellenic Telecommunications & Post Commission jointly with the Universal Postal Service Provider (Hellenic Post) between 1 January 2005 and including 30 June 2006.

A' PRIORITY DOMESTIC MAIL

The following are presented:

- A) Delivery percentages of A' priority domestic mail within one (1) business day (H+1) and within three (3) business days (H+3) of the mailing business day, as provided for in Ministerial Decision No. 79293/2000 and which Hellenic Post must achieve for 2004 and 2005.
- B) Delivery percentages that Hellenic Post achieved in 2004 and during the 1st half-year of 2005, with regard to A' priority domestic mail, within one (1) business day (H+1) and within three (3) business days (H+3) of the mailing business day.
- C) The average duration of delivery in business days, from the mailing business day, during 2004 and during the 1st semester of 2005.

Year	Semester	Hellenic Post's obligation pursuant to Ministerial Decision No. 79293/200		Hellenic Post's Results based on measurements		
		H+1	H+3	H+1	H+3	Average Duration of Delivery (Days)
2004	A' Half-year	85%	95%	66.06%	95.60%	1.49
	B' Half-year			65.58%	93.38%	1.59
2005	A' Half-year	85%	99%	69.10%	94.50%	1.46

(H=Mailing Business day)

The aforementioned delivery percentages of the Hellenic Post and the average duration of delivery concern the entire country. The results concern A' Priority Domestic mail that is mailed from the Hellenic Post's access points (post offices, mail boxes) until 12:00 p.m. of business day H and are delivered by the Hellenic Post from the next day H+1 until and including the tenth mailing day H+10 from the day postal items are mailed.

The measurement system applied by the International Firm that conducts the measurements under the liability of the Hellenic Telecommunications & Post Commission guarantees 95% reliability as stipulated by Ministerial Decision No. 79293/200 and is based on the delivery of 50,000 control letters annually throughout Greece.