



concerns the delivery percentages within three days, has corresponded to the specifications.

For International Mail, according to the aforementioned MD, the data issued by the International Post Corporation (IPC) is used. According to the available results on the quality measurements of IPC on the First Priority International Mail, for the whole 2003, the USP corresponded satisfactory to the quality specifications for Outgoing Mail but lagged behind, in a smaller degree though, in the fulfillment of quality specifications for Incoming Mail.

### **6.3. Introduction of Quality Rules for Courier Services**

In 2003, EETT proceeded to the definition of the minimum characteristics that must be possessed by PISTTS, the COC of every undertaking, the ACN and the Individual Agreement (see detailed report in Section 2.3.).

In what concerns the PISTTS, it is a system that ensures the tracking of items during all handling stages, the interconnection of undertakings included in the licensed undertaking's Network, as well as the exchange of information between the collaborating licensed undertakings and their respective Networks.

EETT proceeded to the definition of the PISTTS' minimum characteristics, following evaluation of the results of a relevant study conducted during 2002, which aimed at the collection of data concerning the existing postal undertakings systems for the tracking and tracing of postal items.

The PISTTS's basic characteristics are the following:

- ▶ It covers all the Courier Services provided.
- ▶ It ensures the reliability of information which the undertaking manages and provides to consumers.
- ▶ Allows the registration and the electronic management of the necessary information on handled items. The information is maintained for a period of at least six months.
- ▶ It provides the possibility of exchange of the necessary information between collaborating undertakings, for the tracking and tracing of postal items.

EETT included all the aforementioned elements in the issued Regulation on General Authorisations, aiming to improve the quality of provided services and to safeguard consumers' rights.