

## ANNEX

### Factsheet on revised Quality of Service Standards for Postal Services

#### Revised QoS for Postal Services (Effective 1 July 2012)

Indicator	Target per Month
<i>(Non-compliance attracts financial penalty of up to \$50,000 per month per indicator)</i>	
<u>Local Basic Letters</u>  (i) % of mail delivered by next working day (D+1) to an address: <ul style="list-style-type: none"><li>• Within CBD</li><li>• Outside CBD</li></ul> (ii) % of mail delivered by second working day (D+2)	  99%  98%  100%
<u>Local Registered Letters Delivery</u>  (i) % of registered mail delivered by second working day (D+2)	  100%
<u>Incoming Basic Letters Received</u>  (i) % of mail received before 3pm at Singapore Post Centre delivered by next working day to an address: <ul style="list-style-type: none"><li>• Within CBD</li><li>• Outside CBD</li></ul>	  99%  98%
<u>Outgoing Basic Letters Despatched</u>  (i) % of outgoing mail processed and connected to departing flights by next working day*	  100%

\*subject to availability of flights