

COMMENTS & QUESTIONS

1. Access to Letterboxes

- 1.1 With reference to Page 42 of the consultation paper, para 100 touches on the implementation details of managing the keys for the master doors for letter boxes. We need IDA to clearly stipulate the procedures for PSO to obtain the keys? Our view is that PSO should have the same access to letter boxes as the incumbent operator (SingPost). It is important to ensure that there are no additional conditions on the handling over and returning of keys on daily basis, etc.
- 1.2 We feel that a set of master door keys should be made available for retention by a PSO licence operator.

2. Access to SingPost's distribution network

- 2.1 A PSO licence operator should be given access to SingPost's mail delivery infrastructure to facilitate competition. Given the size of the Singapore market, a complete duplication of delivery network by new entrants within a short period of time will not be economically feasible. Access to SingPost network at reasonable cost is necessary to create the condition for PSO Licence operator to kick start the business.
- 2.2 Our view is that new PSO should be given access to SingPost delivery network without any constraint and time limit.
- 2.3 New PSO should be given time to develop its infrastructure progressively, over an agreed time frame.

3. Undeliverables & redirected mail

- 3.1 We seek clarification on procedures for undeliverable items. As the public will normally put these letters back to SingPost's post boxes, how will SingPost handle these mail and will there be charges to the PSO operators?
- 3.2 Similarly for mail redirection, PSO should be granted access to SingPost's system. Will such charges, if any, be regulated by IDA?

4. Access to P.O Boxes/mailboxes

- 4.1 There should be equal and open access to P.O boxes by PSO operator without charges by SingPost in a multi-operator environment. If charges are levied, it will disadvantage new operators as P.O boxes are indeed extension (sub-set) of letter boxes. Customers already paid for the rental of P.O boxes, thus there should be no restriction of access by all delivery operators.

5. Setting up of own postboxes for collection of mail

- 5.1 PSO should be allowed to set up postboxes for the collection of mail in selected areas such as buildings in the CBD etc.