

Press Release

Immediate Release: **6 April 2007**

Postal quality of service in Europe at the highest level

External Quality of Service Monitoring, Improving the Quality of International Mail

UNEX Results - Full Year 2006

Quality of service among Postal operators in Europe reached the highest level recorded, far above the European Union's performance objectives for delivery of 85% of intra-EU mail within three days, and 97% within five days.

Since 2005, International Post Corporation (IPC) has been supporting the monitoring and improvement of postal quality of service of the new participating Posts in UNEX by extending the UNEX measurement in Europe to the national Postal operators of the Member States that joined the European Union in May 2004, and Romania, an EU Accession country then, which joined the EU in 2007. Overall, for the 29 European countries tested in UNEX, 94.2% of international priority/1st class letter mail was delivered within three days after posting (J+3) and 98.8% within five days (J+5). Average delivery time was 2.1 days.

Commenting on the results and on the future challenges, Dr Herbert-Michael Zapf, President and Chief Executive Officer, IPC, said: "IPC has an excellent track record for developing and operating systems which facilitate its UNEX participating Posts' efforts for service quality improvement in an increasingly liberalised postal marketplace."

Within the group of 29 countries above, the 20 European IPC members delivered 95.0% of first class/priority international letters within three days of posting (J+3), and 99.0% within five days (J+5), in 2006.

Dr Zapf added: "Our member Postal operators continue to demonstrate their commitment to excellence by providing international mail service of very high quality."

Quality of service performance is measured by IPC's UNEX end-to-end monitoring system which is conducted independently by an external research firm. Results are based on about 350,000 test letters per year, as they move anonymously through the international mail processing system, from posting to delivery.

Press Release

For more information please contact:

Jane Dyer, Director Markets and Communication
or
Ross Hinds, Director Operations and Technology

International Post Corporation SC,
Avenue du Bourget 44
1130 Brussels,
BELGIUM

tel. +32 2 724 72 11,
fax. +32 2 724 72 32
e-mail info@ipc.be

Please visit also our website at www.ipc.be

Note to editors:

The International Post Corporation (IPC) was founded in 1989 and is a cooperative association of 23 national Postal operators from major countries. Its corporate mission is the provision of assistance and expertise to facilitate the development and improvement of postal services.

IPC's members are: An Post in Ireland, Australia Post, Canada Post, Correos y Telégrafos SA in Spain, CTT Correios de Portugal SA, the Department of Postal Services of Cyprus, De Post/La Poste in Belgium, Deutsche Post AG in Germany, Finland Post Corporation, Hellenic Post ELTA in Greece, Magyar Posta in Hungary, Iceland Post, Groupe La Poste in France, Norway Post, Österreichische Post AG in Austria, Post Danmark in Denmark, Poste Italiane SpA in Italy, Posten AB in Sweden, Postes et Télécommunications in Luxembourg, Royal Mail Group in the United Kingdom, Swiss Post, TNT NV in the Netherlands, and the United States Postal Service.

In 2006, the quality of service measurement included the national Postal operators of the Member States that joined the EU in May 2004 and of an Accession country which joined the EU in January 2007, Romania. In addition to the Department of Postal Services in Cyprus and Magyar Posta in Hungary, that are already mentioned above as members, these are Česká Pošta in Czech Republic, Eesti Post in Estonia, Latvijas Pasts in Latvia, Lietuvos Paštas in Lithuania, Maltapost plc in Malta, Poczta Polska in Poland, Posta Româna in Romania, Pošta Slovenije in Slovenia, and Slovenská Pošta in Slovak Republic.