

## From now on, Omniva's personal postal service will be free in rural areas

21-02-2024

As of this week, a new price list is in force for the personal postal service of Omniva, which means that anyone living outside major cities can order a courier to their home or work free of charge to use a range of Omniva services and buy philatelic products.

The personal postal service is free of charge if the customer lives in or is located in a county outside a major city. The fee applies in larger cities such as Tallinn, Narva, Pärnu, and Tartu and in other cities according to Omniva's price list.

'Omniva has been providing the personal postal service since 2007, but it is in the last few years that interest in the service has grown, and last year, for example, our customers contacted us almost 8,000 times with a request for the personal postal service,' said Mart Mägi, Chairman of the Management Board of Omniva. According to Mägi, there are certainly still many more people for whom this service is better suited than, for example, visiting the post office, but who are not yet aware of it. 'Ordering a courier to your home tends to be seen as a convenience service that must be paid for, which is why people living in rural areas may not realise that this is not the case for postal services.'

Omniva's mail courier will come to the customer's home or place of work at a time agreed with the customer, pick up the

customer's letter or parcel weighing up to 30 kg and deliver it. With the help of a courier, you can also order periodicals, pay invoices, send a money card, and buy the items needed to send a shipment – postage stamps, postcards, envelopes, and packaging. In addition, it is possible to order a home delivery with a courier for the shipment of up to 30 kg received at a post office or parcel machine. A parcel that has arrived with the universal postal service can be delivered to your home from a parcel machine if it has arrived at the parcel machine without the customer's consent.

Previously, there was a 5 km radius restriction in rural areas, which meant that the personal postal service was free of charge for people living more than 5 km from the nearest post office.

The personal postal service can be ordered either with the help of a customer attendant of Omniva and mail courier or by calling the service phone number 664 3330.

Source: [Omniva](#)