

STATISTICAL OFFICE OF THE EUROPEAN COMMUNITIES
 Directorate F: Social and Information Society Statistics

Unit: F-6
 (Information Society; Tourism)

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Details of respondent (please fill in):	
Name:	
Organisation:	
Street:	
Postal code/city:	
Country:	
Telephone:	
Fax:	
Email:	

Postal Statistics: Questionnaire for NRAs

TABLE 5: QUALITY INDICATORS IN THE SCOPE OF USO (for USPs)

QUALITY		Unit	2010	FLAGS ¹	Comments/Footnotes ²
DOM501	Domestic service: % of letters (fastest service) delivered on-time according to national performance indicator	%			
DOM502	Domestic service: % of parcels delivered on-time according to national performance indicator	%			
INT503	International service, mail from intra-EU: % of items delivered by D+3 (working days)	%			
INT504	International service, mail from intra-EU: % of items delivered by D+5 (working days)	%			
	* Domestic service assumed to be D+1, if not please specify in comments/footnotes **D reference day when the item is posted				

TABLE 6: PRICES

PRICES (20g, 1st class)		Unit	2010	FLAGS ¹	PROVIDE PRODUCT CHARACTERISTICS (I.E. DIMENSIONS/FORMATS)
PRI601	Domestic service: List price payable for the handling of a standard (1st class) letter weighting less than 20g (universal service)	National currency*			
PRI602	Intra-EU service: List price payable for the handling of a standard (1st class) letter weighting less than 20g (universal service)	National currency*			
PRI603	International service: List price payable for the handling of a standard (1st class) letter weighting less than 20g (universal service)	National currency*			
	** Please specify the product characteristics (and specify whether the suggested price covers a higher weight (up to 50gr))				

COUNTRY FACT SHEET					
	Weight / price limit of the reserved area for domestic letter mail, except direct mail		2010	FLAGS ¹	Comments/Footnotes ²
X3	Weight	kg			
X4	Price limit	National Currency			
	Weight / price limit of the reserved area for incoming cross-border mail		2010	FLAGS ¹	Comments/Footnotes ²
X5	Weight	kg			
X6	Price limit	National Currency			
	Weight / price limit of the reserved area for outgoing cross-border mail		2010	FLAGS ¹	Comments/Footnotes ²
X7	Weight	kg			
X8	Price limit	National Currency			
	Weight / price limit of the reserved area for direct mail		2010	FLAGS ¹	Comments/Footnotes ²
X9	Weight	kg			
X10	Price limit	National Currency			
X11	Direct mail: minimum number of items with identical content to consider a wave of sending as direct mail	Number			
X12	Performance standard (standard letters - fastest services)	Working days			
X14	Performance standard (standard letters - economy service)	Working days			
X16	Performance standard (parcels)	Working days			

NOTE

1. Flags: Only if relevant, the following symbols should be used: na: Data not available; x: not applicable, c: confidential, and e: estimate

2. Comments/Footnotes: Please type your footnotes or comments in column F.