

Quality of Service Reports for 2014 Jan - Mar

Quality of Service for Postal Services

IDA requires Singapore Post Ltd (SingPost) to comply with the Postal **Quality of Service (QoS)** standards established by IDA. SingPost measures and submits to IDA, every quarterly, the performance results it achieved for the various indicators. SingPost's compliance with the QoS framework is measured via a sampling letter test conducted by an independent assessor, which SingPost is required to engage at its own cost. From time to time, where feasible, the standards set are reviewed and modified to meet with the growing demand for a higher level of service to the consumers at large.

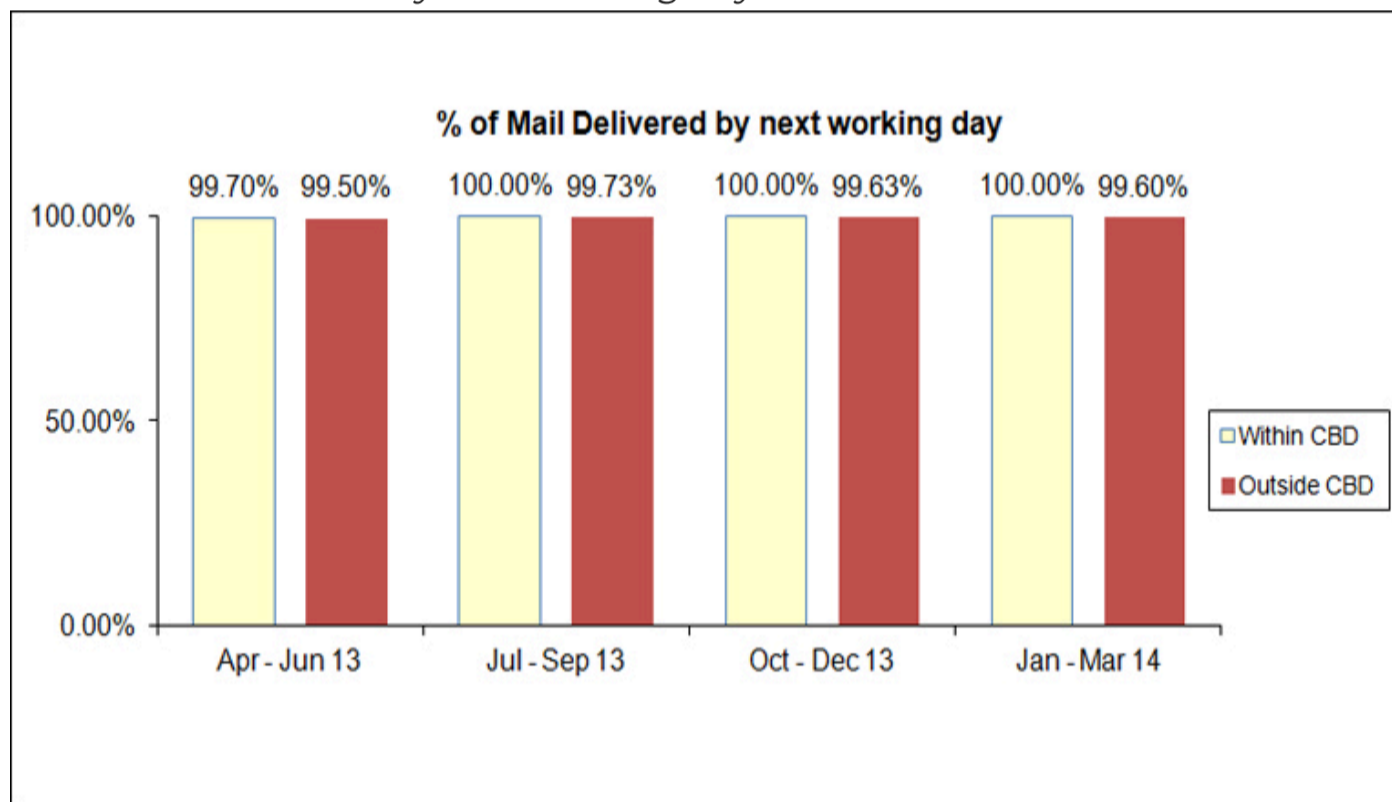
The information below is based on SingPost's quarterly submission.

Delivery of Local Basic Letters

(a) % of mail delivered by next working day (D+1)

IDA's requirement: % of mail delivered by next working day to an address within CBD - 99%*

% of mail delivered by next working day to an address outside CBD - 98%*

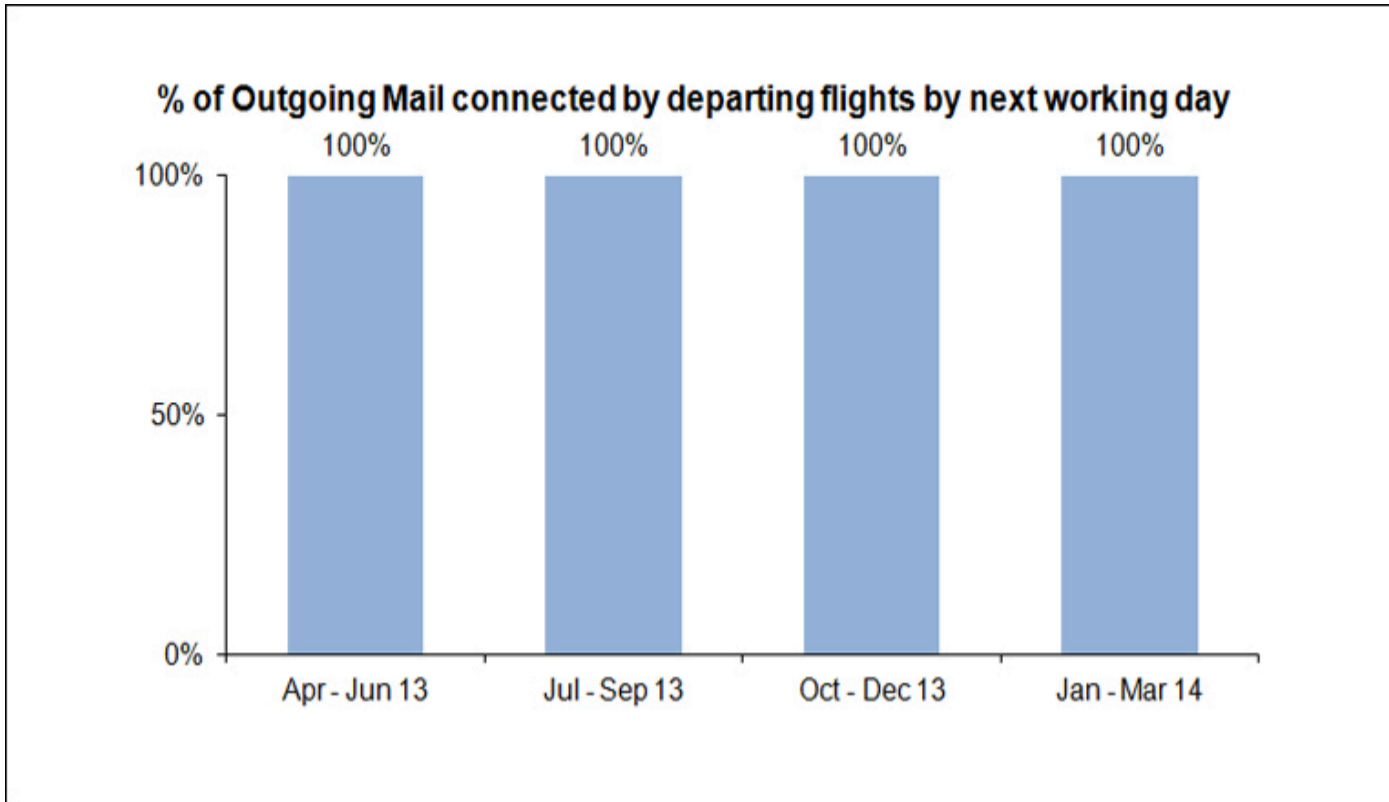


Outgoing Basic Letters Despatched

(b) % of outgoing mail processed and connected to departing flights by next working day

(subject to availability of flights)

IDA's requirement: 100%

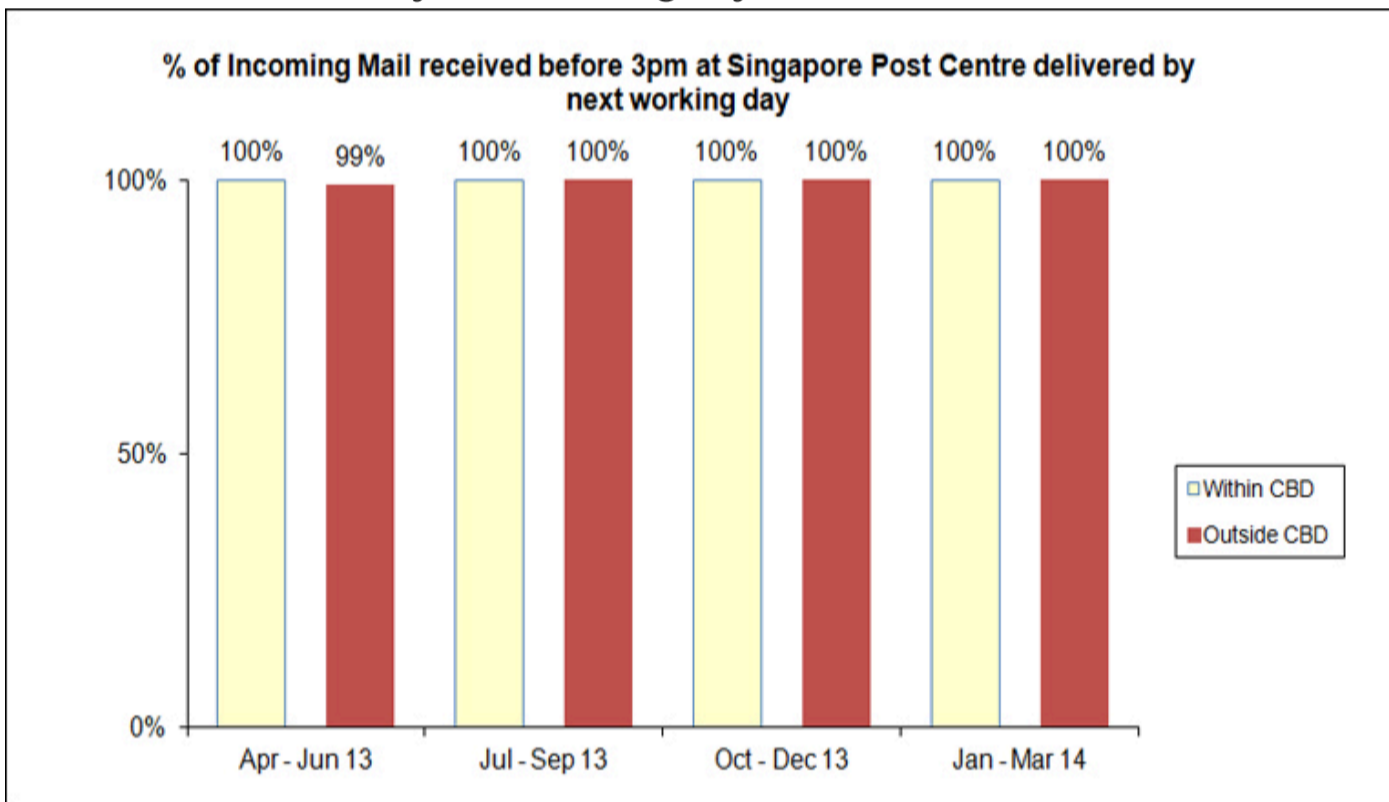


Incoming Basic Letters Received

(c) % of mail received before 3pm at Singapore Post Centre delivered by next working day

IDA's requirement: % of mail delivered by next working day to an address within CBD - 99%*

% of mail delivered by next working day to an address outside CBD - 98%*



* For postal delivery purposes, CBD generally refers to postal sector codes beginning with 01, 03-08, 17-18 and 22-23.

MAIL COLLECTION TIMES

Mondays to Thursdays

Within CBD – 7pm

Outside CBD – 5pm

Fridays

Within CBD – 8pm

Outside CBD – 6pm