

Proposed Postal Services Operations Code

20 September 2007
Industry Briefing



Purpose of the Operations Code

- Sets out the duties and obligations of Postal Services Operators (“PSOs”) relating to common inter-operator operational issues in a multi-operator environment
- Purpose
 - safeguard the welfare of consumers of postal services
 - promote efficient conduct and inter-operability between PSOs to ensure that Letters are delivered in a timely and efficient manner
 - minimise the exposure of Letters to the risk of misconduct by PSOs during the course of collection, transmission and delivery by post

Scope

- Operations Code will apply to all Licensees providing a Basic Letter Service
 - It will not apply to Express Letter Licensees, since express letters are delivered door-to-door and require acknowledgement
- Code is organised into 10 sections
 - 1: Goals & Definitions
 - 2: Identifier Mark
 - 3: Access to Postal Code System
 - 4: Sharing of Letter Redirection Information
 - 5-8: Requirements when dealing with “mishandled” Letters
 - 9: Access to Masterdoor Keys
 - 10: Enforcement

Summary

- Section 2 - Identifier Mark (“IM”)
 - Each PSO has to register with IDA a unique IM which can be used to identify the PSO
 - Every PSO must stamp its IM on all Letters it handles and not tamper with other PSOs’ IM
 - For traceability and identification of PSOs during the chain of conveyance
- Section 3 - Postal Code System
 - SingPost appointed the administrator for the Singapore Postal Code System
 - SingPost to allow PSOs access to the Postal Code System to facilitate the conveyance of post
 - On terms no worse-off than what SingPost charges its own retail customers

Summary

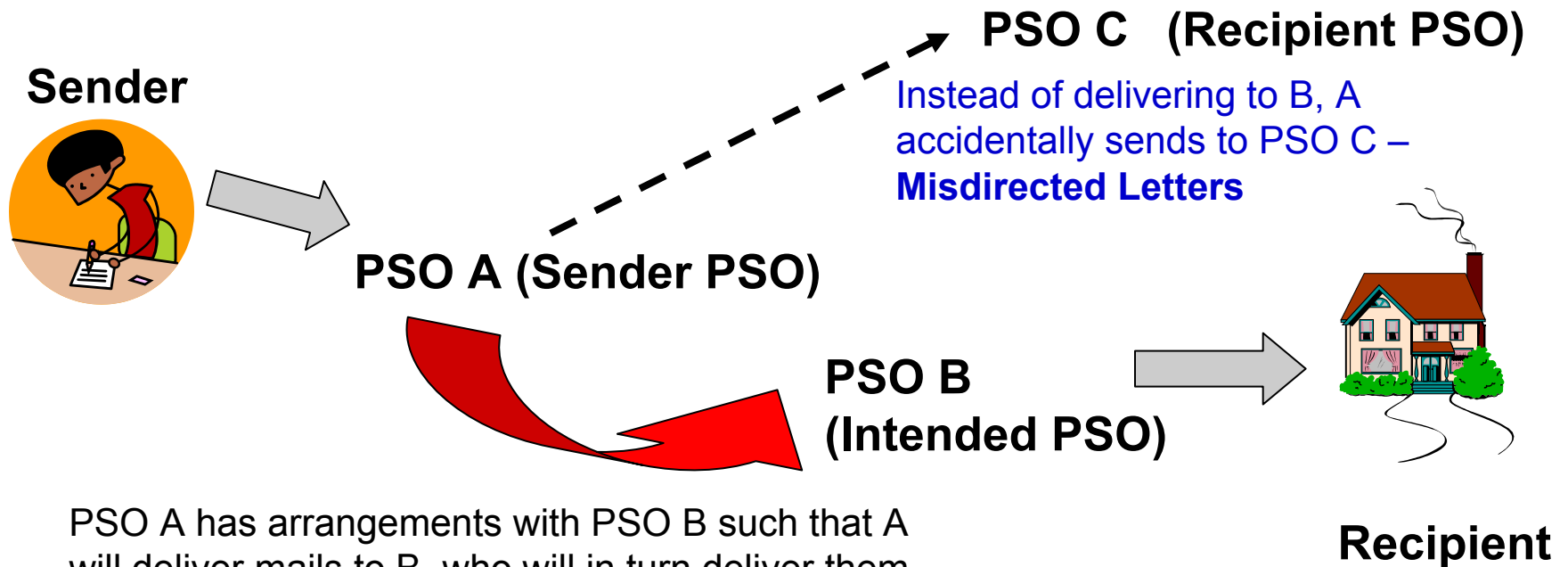
- Section 4 - Letter Redirection
 - A service that allows a recipient who has moved to a new address to continue to receive Letters bearing the previous address
 - PSOs can request those PSOs offering Letter Redirection Services to provide redirection information, free of charge and in a timely manner
 - unless the subscriber expressly opts out and forbids such disclosure
 - Such information must not be used for purposes other than those permitted by the subscriber

Summary

- Operations Code has identified several scenarios where Basic Letters could erroneously end up with a PSO, who is not the intended PSO, during the chain of conveyance.
 - Section 5: Misdirected Letters
 - Section 6: Mispasted Letters
 - Section 7: Miscollected Letters
 - Section 8: Misdelivered Letters
- Operations Code sets out the basic principles and procedures which PSOs must comply with in the event such situations arise

Summary

- **Misdirected Letters**
 - Basic Letters conveyed in error by a Sending PSO to another PSO (Recipient PSO), instead of the Intended PSO



PSO A has arrangements with PSO B such that A will deliver mails to B, who will in turn deliver them to recipients on behalf of A

Summary

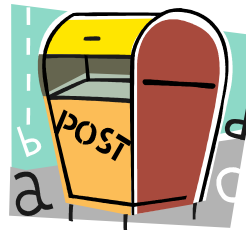
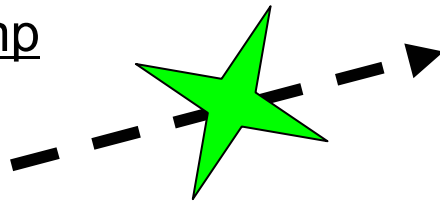
- Procedures to handle **Misdirected Letters**
 - Recipient PSO (PSO C) to inform Sender PSO (PSO A) of the mistake
 - Make available these Basic Letters, at minimum, twice a week for collection (at no cost) by Sending PSO
 - If collection is impossible (e.g., already in the sorting facility), deliver the Basic Letters but recover costs from Sending PSO

Summary

- **Mispasted Letters**

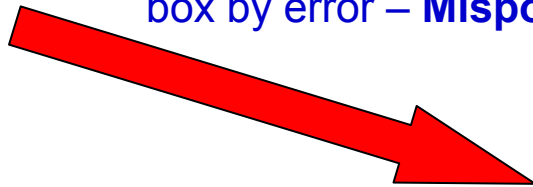
- Basic Letters which end up in the system of another PSO (Recipient PSO), instead of the Intended PSO, due to sender's error

Sender using
PSO A's stamp



PSO A (Intended PSO)

Instead of posting at PSO A's posting box, sender posts at PSO B's posting box by error – **Mispasted Letters**



PSO B (Recipient PSO)

Summary

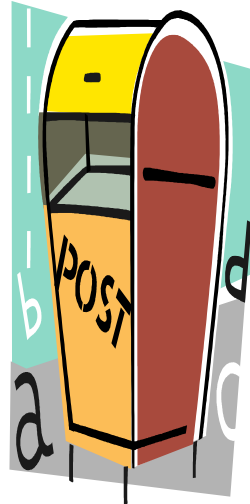
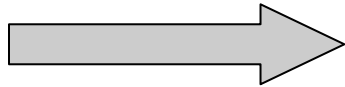
- Procedures to handle **Mispasted Letters**
 - Recipient PSO (PSO B) to inform Intended PSO (PSO A)
 - Make available these Basic Letters, at minimum, twice a week for collection (at no cost) by Intended PSO
 - If collection is impossible (e.g., already in the sorting facility), deliver the Letters but recover costs from Intended PSO

Summary

- **Miscollected Letters**

- Basic Letters collected in error by a PSO (Miscollecting PSO), instead of the Intended PSO

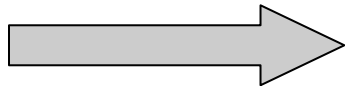
Sender using PSO A's stamp



PSO A (Miscollecting PSO)

When collecting the letters, PSO A may accidentally collect letters meant for PSO B – **Miscollected Letters**

Sender using PSO B's stamp



PSO B (Intended PSO)

Both PSOs A and B share common posting facilities

Summary

- Procedures to handle **Miscollected Letters**
 - Miscollecting PSO (PSO A) to return (at its own cost) all Basic Letters to Intended PSO's (PSO B) sorting facility by next working day
 - If return is impossible (e.g., already in the Miscollecting PSO's sorting facility), deliver the Basic Letters at its own cost

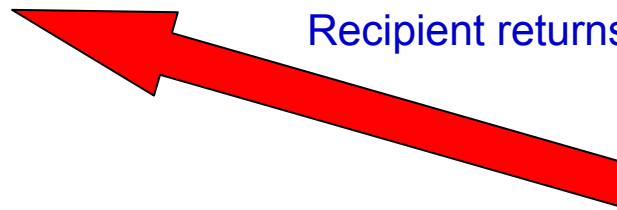
Summary

- **Misdelivered Letters**

- Basic Letters delivered to the wrong address, and the recipient returns to a PSO (Recipient PSO) which is not the Intended PSO

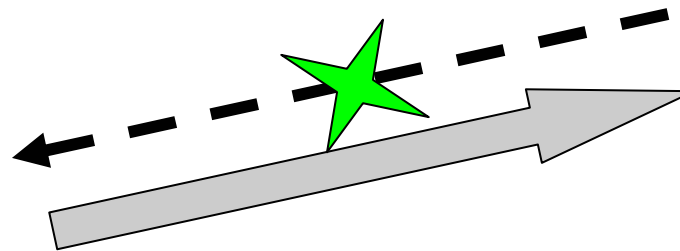
PSO B (Recipient PSO)

Instead of returning to PSO A,
Recipient returns to PSO B



Recipient

PSO A (Intended PSO)



Letter delivered to the wrong
address – **Misdelivered Letter**

Summary

- Procedures to handle **Misdelivered Letters**
 - Recipient PSO (PSO B) to inform Intended PSO (PSO A)
 - Make available these Basic Letters, at minimum, twice a week for collection by Intended PSO
 - Each PSO shall bear its own cost in handling these Basic Letters

Summary

- Section 9 - Access to Letterboxes Keys
 - SingPost will have access to Masterdoor keys of letterboxes which reveal pigeonholes that allow the deposit and retrieval of mails
 - All other PSO's are prohibited from using such Masterdoor keys to gain similar access
 - SingPost, however, is required under the proposed Postal Competition Code to offer Mandated Services to PSO's for domestic delivery of mails
 - Other PSO's can approach town councils if they wish to access masterdoor keys of letterboxes which reveal the apertures that allow the deposit of mails

Reciprocal Arrangement Among PSOs

- Operations Code only provides general principles which PSOs should adopt to deal
 - Operations Code does not prescribe the specific details and processes
 - IDA expects PSOs to commercially negotiate and enter into reciprocal arrangements and specify the details and processes to reflect these principles
 - Where PSOs fail to voluntarily reach agreement, they can approach IDA for dispute resolution on matters relating to the Operations Code

SingPost's Reference Agreement

- As a Dominant Licensee, SingPost is required to develop an agreement
 - Sets out the processes and arrangements that it would commit to adopting to address common inter-operator issues between SingPost and other PSOs
 - The agreement should be on a reciprocity basis, i.e., governing both SingPost and the PSO
- SingPost will submit the agreement to IDA for approval
 - IDA will conduct a public consultation on the proposed agreement
- Agreement between other PSOs, IDA will leave it to commercial negotiation

SingPost's Reference Agreement

- Reference Agreement should contain details such as (but not limited to):
 - Terms and conditions on which the postal code information will be shared and how
 - Location for hand-over/collection of mail
 - Procedures for hand-over/collection of mail (i.e. hours, security procedures e.t.c.)
 - Costs of delivering of mail in the event of inability to hand-over/collect mail

Enforcement Measures

- Similar to provisions in the Postal Competition Code
- Where PSO's fail to voluntarily reach agreement on matters relating to the Operations Code, they can approach IDA for dispute resolution

Public Consultation

Public Consultation

- The two Codes and the draft Regulations are released for public comment on 20 September 2007
 - A Cover Note will contain details on how to submit comments
 - All documents are available on the IDA website (www.ida.gov.sg), under Policies & Regulation, Consultation Papers & Decisions.
- Comments received will be posted on the IDA website
- Consultation will close on 12 November 2007



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Highlights

New CEO For The Infocomm Development Authority Of Singapore (IDA)

IDA is pleased to welcome Rear Admiral (RADM) Ronnie Tay as Chief Executive Officer (CEO) from 19 November 2007. RADM Tay will take over from Mr Chan Yeng Kit, who has served as IDA CEO since 3 January 2005.

3 Singapore Initiatives Among World's Top 20 Innovations

Three Singapore initiatives have made it to the top 20 global innovations for the international "Innovations in Transforming Government Award" by Harvard and IBM. The top 20 were selected from more than 100 applications from 30 countries. The three Singapore initiatives, grouped by the award administrator into a single submission, are The CitizenConnect, Mobile Government and The Enterprise Challenge.

IDA Shortlists 12 Proposals for Further Evaluation for the FutureSchools@Singapore Call for Collaboration

The FutureSchools@Singapore Call for Collaboration closed on 2 August 2007 and 20 proposals were received. IDA has shortlisted 12 proposals for further evaluation.

Singapore And ITU Collaborate On Training Programme In ICT Policy And Regulatory Frameworks

Senior ICT policy makers and regulators from developing countries are in Singapore to attend a five-day executive programme on information and communication technology (ICT) development, entitled "Enabling Frameworks for ICT Development - The Singapore Experience".

Expressions of Interest for Next Generation National Broadband Network Services Deployment

Quicklinks:

- › [Media Releases](#)
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September 2007



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Policies & Regulation

Home >> Policies & Regulation

Overview

Policies and Regulations constitute a large part of IDA's efforts to create a conducive infocomm environment that is both pro-consumer and pro-business. To ensure sustainable growth and competition in a multi-operator, multi-network environment, IDA formulates and develops short- and medium-term infocomm-related policies, as well as standards, codes of practices and advisory guidelines - all of which are enforceable by IDA - pertaining to issues such as licensing, interconnection, resource and competition management, to name a few.

On top of this, IDA also monitors local and global infocomm market trends, developments and regulatory measures, while remaining technology-neutral, to ensure that the current infocomm policies and regulatory frameworks are effective and relevant. In recognition of the dynamic nature of the infocomm industry, IDA also progressively fine-tunes and reviews these policies and regulations. As IDA values the opinions, concerns and expertise of stakeholders, it believes in engaging and consulting the industry and consumers when formulating new policies or reviewing existing ones.

Throughout its Policy and Regulations work, IDA is committed to the principles of:

- » Promoting effective and sustainable competition;
- » Promoting facilities-based competition to the greatest extent possible;
- » Relying on market forces;
- » Adopting proportionate regulation;
- » Remaining technology-neutral; and
- » Providing a transparent and reasoned decision-making process.

Related links

- » [MICA Website](#)
- » [Singapore Government Statutes Website](#)

Quicklinks:**Operators / Service Providers / Industry**

» [Online Registration Application for Licenses and Equipment](#)

» [Consultation Papers & Decisions](#)

» [SingTel's RIO](#)

» [Equipment Registration Framework](#)

» [Spectrum & Numbering](#)

» [Acts & Regulations](#)

» [Free Trade Agreements \(FTA\)](#)



Policies & Regulation

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Consultation Papers & Decisions

Latest Announcements

24 August 2007

» [Close of Public Consultation: Proposed Framework for the Reallocation of Spectrum in the 900 MHz and 1800 MHz Frequency Band](#)

3 August 2007

» [Close of Public Consultation: Proposed Regulatory Framework For Telephony Services Over Wireless Broadband Access Networks Interconnection Framework For Telephone Services](#)

All Consultation Papers & Decisions

Title	Date issued	Date closed for comments
» Proposed Regulatory Framework For Telephony Services Over Wireless Broadband Access Networks And Interconnection Framework For Telephone Services	5 July 2007	3 August 2007
» Proposed Framework for the Reallocation of Spectrum in the 900 MHz and 1800 MHz Frequency Bands	28 June 2007	24 August 2007
» Proposed Code of Practice for Provision of Premium Rate Services	9 May 2007	15 June 2007

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