

BELGIAN INSTITUTE FOR POSTAL SERVICES AND TELECOMMUNICATIONS

BIPT

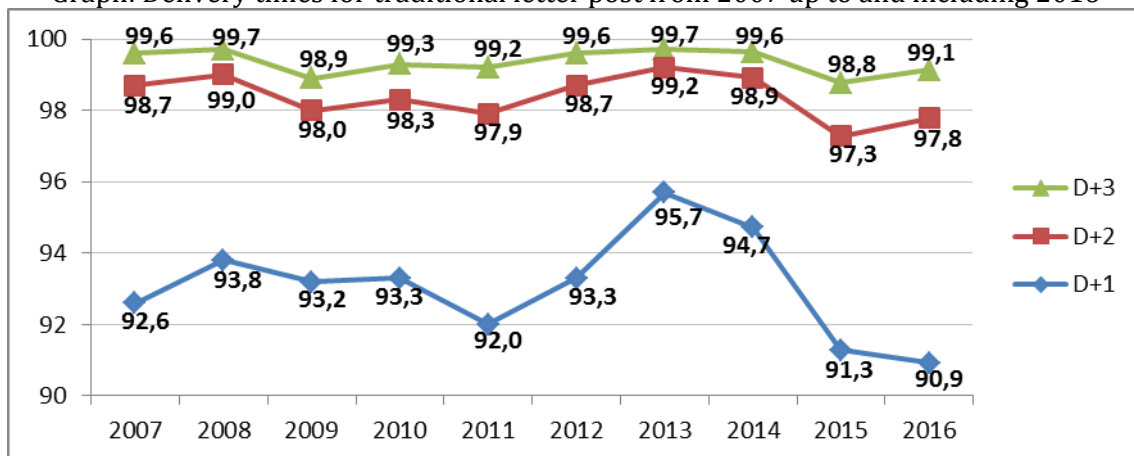
PRESS RELEASE

For the second consecutive year bpost does not meet the objective imposed regarding the delivery times for traditional letter post

Brussels, 3 april 2018 - The annual BIPT inspection of compliance with the delivery times by bpost shows that the legal quality standard for the delivery of domestic traditional letter post items was not met in 2016. BIPT therefore imposes a remedy upon bpost in the form of a compulsory investment to improve the quality.

Each year BIPT carries out an inspection of bpost's compliance with the delivery times. The inspection for the year 2016 shows that for domestic priority single-piece correspondence, 90.9% reached the addressee on Day+1. This is the lowest result in the last 10 years for traditional letter post. It means that for the second consecutive year bpost does not meet the postal legislation's objective requiring that 93% of domestic traditional letter post items is delivered within a Day+1 term.

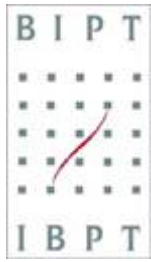
Graph: Delivery times for traditional letter post from 2007 up to and including 2016



BIPT feels that such a decline in quality of service may jeopardise the regularity and reliability of the service. In addition, the Office of the Ombudsman for the Postal Sector recorded in its previous annual report a remarkable rise of the number of complaints relating to the processing of items (+30 %), as well as the universal service and services of general economic interest (+29 %).

BIPT expects bpost to improve its result regarding compliance with the delivery times, so that the level laid down in the fifth management contract will be achieved. BIPT therefore imposes a remedy upon bpost in the form of a compulsory investment of 1,200,000 EUR to improve the quality. In April 2018 bpost will submit a detailed investment project to BIPT.

For more detailed information:



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