
SECTION 7	PERFORMANCE PLEDGES
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LETTER SERVICE	<i>TARGET</i>
• Deliver locally posted letters to addressees by the following working day.	98.0%
• Delivery Bulk Economy letters to addressees within 3 working days.	99.0%
• Deliver Hongkong Post Circular Service items within 4 working days.	99.0%
• Despatch outward airmail items, posted before the advertised latest time for posting, to the designated air carrier within the same day or the following working day.	99.0%
• Deliver inward airmail items within 2 working days after arrival in Hong Kong.	99.0%
 PARCEL SERVICE	
• Deliver local and inward parcels within 2 working days after day of posting or arrival to Hong Kong, Kowloon and major commercial and industrial areas in the New Territories, and within 3 working days in other areas.	99.0%
• Despatch outward air parcels, posted before the advertised latest time for posting, to the designated air carrier within the same day or the following working day.	99.0%
 SPEEDPOST SERVICE	
• Deliver inward Speedpost items on the same day for items arriving before noon, or the next working day for those arriving later. Subject to special arrangements, deliver before 9:00 am inward Speedpost items that arrive before 6:00 am.	99.5%
• Deliver outward Speedpost items accepted before the specified latest times for posting to air carriers on the same day, subject to availability of outgoing flights.	99.5%
• Provide pick-up service for Speedpost items within the period as specified in the Service Information Sheet.	99.5%
 LOCAL COURIERPOST SERVICE	
• Deliver Local CourierPost items according to the standards specified in the Service Leaflet.	99.5%

COUNTER SERVICE*TARGET*

- Serve customers within 10 minutes during non-peak hours. 98.0%
- Serve customers within 25 minutes during peak hours or periods. 98.0%
 (Peak periods include the first days of issue of philatelic products, seasonal pressure periods such as Christmas, Lunar New Year and the government bills peak collection time such as the whole month of January and the last week of April, July and October. Details of specific peak hours for individual post offices are displayed in the public hall.)
- Reset private franking machines at counters within 15 minutes. 98.0%
- Deliver products under the Local Standing Order Service at counters within 15 minutes. 98.0%

PHILATELY AND POSTSHOP SERVICES

- Make products available for collection under the Local Standing Order Service on the first day of issue of the related special stamps. 100%
- Despatch overseas orders within 6 working days from date of receiving the order. 100%
- Open new philatelic accounts within 6 working days from date of receiving the application. 100%
- Deliver local orders for Postshop products within 6 working days from date of receiving the order. 99.0%

CERTIFICATION AUTHORITY SERVICE

- Process applications for Hongkong Post e-Cert within the working days stipulated below : 99.0%
 - e-Cert (Personal) – 3 days
 - e-Cert (Organisational) – 10 days
 - e-Cert (Encipherment) – 10 days
 - e-Cert (Server) – 10 days

HOTLINES SERVICE

- Answer calls to Hongkong Post hotlines within 3 rings, i.e. within 12 seconds. 90.0%

**PROCESSING OF APPLICATIONS FOR
SPECIFIED POSTAL SERVICES***TARGET*

- Process applications for the following services within 5 working days: 100%
 - Post Office Boxes
 - Use of Private Franking Machine
 - Opening of Deposit Accounts for posting of mail in bulk
 - Redirection Service

- Process applications for the following services within 4 working days:
 - Freepost
 - Business Reply Service
 - International Business Reply Service

- Process applications for the following services within 1 working day:
 - Hongkong Post Circular Service 100%
 - Permit Mailing Service 99.0%