



CTT – Correios de Portugal, S.A.

Public Company
Avenida D. João II, 13
1999-001 LISBON
Lisbon commercial registry and
fiscal no. 500 077 568
Share Capital EUR 75,000,000.00

Announcement – Lisbon, 11 January 2018

Material information

CTT – Correios de Portugal, S.A. (“CTT” or “Company”) hereby informs that today it has received from ANACOM – Autoridade Nacional de Comunicações (“ANACOM”) a Draft Decision containing changes to the quality of service criteria applicable to the provision of the Universal Postal Service (“USO”) as of 1 July 2018 and until the end of 2020. According to the communication of ANACOM, CTT will be required to comply with a set of 24 quality of service indicators compared to the previous 11 indicators, as shown in the table attached hereto.

Furthermore, the Company informs that it has received from ANACOM a Draft Decision on the Criteria for the Formulation of the USO Pricing for the 2018-2020 period. As per the communication of ANACOM, the new rules shall be applied to the prices to be in force in 2019 and 2020, which shall be updated in accordance with the value of inflation minus 1.28 percentage points, taking also into account correction factors for inflation and volumes. In 2018 the current rules still apply, as defined by ANACOM in 2014.

ANACOM’s draft decisions are available on this entity’s website (www.anacom.pt) and are subject to hearing of CTT and consumer organisations, as well as to public consultation for 30 working days.

This information to the market and the general public is made under the terms and for the purposes of article 248 of the Portuguese Securities Code and other legislation in force. It is also available on CTT’s Investor Relations website at: <http://www.ctt.pt/ctt-e-investidores/relacoes-com-investidores/comunicados.html?com.dotmarketing.htmlpage.language=1>.

CTT – Correios de Portugal, S.A.

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Attachment - Quality of Service Indicators (QSI)

Routeing times

Service	Region	Time	Objectives 2018-2020	Objectives 2015-2017	
				Minimum	Objective
Ordinary mail	Domestic	D+3	96.3%	95.5%	96.3%
		D+5	99.9%	-	-
Bulk mail	Domestic	D+3	96.3%	-	-
		D+5	99.9%	-	-
Priority mail	Mainland	D+1	94.5%	93.5%	94.5%
		D+3	99.9%	-	-
	Mainland, Azores & Madeira	D+2	90.0%	84.0%	87.0%
		D+4	99.9%	-	-
Newspapers and periodicals ^{a)}	Domestic	D+3	-	95.5%	96.3%
		D+1	94.5%	-	-
	Mainland	D+3	99.9%	-	-
		D+2	90.0%	-	-
	CAM	D+4	99.9%	-	-
		D+3	96.3%	-	-
• Released at equal to or greater than weekly intervals	Domestic	D+5	99.9%	-	-
		D+3	96.3%	-	-
• Released at lower than weekly intervals	Domestic	D+3	88.0%	85.0%	88.0%
		D+5	97.0%	95.0%	97.0%
EU cross-border mail	Domestic	D+3	96.3%	90.5%	92.0%
		D+5	99.9%	-	-
Ordinary parcels	Domestic	D+1	-	89.0%	91.0%
		D+1	94.5%	-	-
Registered mail ^{b)}	Mainland	D+3	99.9%	-	-
		D+2	90.0%	-	-
	Mainland, Azores & Madeira	D+4	99.9%	-	-
		D+4	99.9%	-	-

^{a)} In the 2015-17 rules this indicator was not split according to the intervals of publication or into Mainland and Mainland, Azores & Madeira; it was countrywide.

^{b)} In the 2015-17 rules this indicator was not split into Mainland and Mainland, Azores & Madeira; it was countrywide.

Waiting time at post office queues	Region	Time	Objectives 2018-2020	Objectives 2015-2017	
				Minimum	Objective
Percentage of events up to x minutes	Domestic	< 10 min	90.0%	75.0%	85.0%
		< 30 min	99.5%	-	-

Mail not delivered within x working days (for every thousand letters)

Service	Region	Time	Objectives 2018-2020	Objectives 2015-2017	
				Minimum	Objective
Ordinary mail *	Domestic	15 w.d.	-	2.3‰	1.4‰
Priority mail*	Domestic	10 w.d.	-	2.5‰	1.5‰

* These indicators will no longer be necessary with the new reliability targets. In the new rules ordinary mail and priority mail loss shall be incorporated in the ordinary mail and priority mail routeing times.