

1. Quality of Service Standards

1.1 Domestic Delivery Standards

Link	Standard	Target
Mails		
Intra-town	J+0	75%
Inter-town		
Zone A	J+1	85%
Zone B	J+3	88%
District level	J+5	80%
EMS		
Zone A	J+2	95%
Zone B	J+3	90%
EMO		
Zone A	J+2	90%
Zone B	J+4	90%

1.2 Domestic end to end standards

LINK	STANDARD	TARGET
Intra town	J+1	90%
Inter town:		
Dar - Zone A	J+1	80%
Dar - Zone B	J+3	80%

1.3 International Incoming Mails standards

Arrival time at mailing Unit: from 0000 to 1200

LINK	STANDARD	TARGET
Dar Delivery	J+0	80%
Major towns	J+1	80%

Arrival time at mailing Unit: from 1200 to 0000

LINK	STANDARD	TARGET
Dar Delivery	J+1	80%
Major towns	J+2	80%

1.4 International Outgoing Mails standards

Four to Six dispatches per week

LINK	STANDARD	TARGET
Dar Mails	J+1	80%
Major towns	J+2	80%

Three dispatches per week

LINK	STANDARD	TARGET
Dar Mails	J+2	80%
Major towns	J+3	80%

Key:

1. Zone A regions include: DAR, TANGA, ARUSHA, MOSHI, M/GORO, DODOMA, MBEYA, MWANZA, IRINGA and Z'BAR

2. Zone B regions include: TABORA, SH'NGA, MUSOMA, BUKOBA, KIGOMA, MTWARA, S`WANGA, SINGIDA and LINDI

3. Countries with four to six dispatches per week include: UK, USA, Kenya, The Netherlands, Canada and German, France, Japan, Denmark and Switzerland.

4. Countries with three dispatches per week some of them include: Uganda, Seychelles, Ethiopia, Ghana, South Africa, Sweden, and Norway