

**Responses to the ETOE survey (updated 15 July 2023)**



| <i>Member country or territory<br/>(Replying entity and contact)</i>                                    | <i>Does your country<br/>allow the estab-<br/>lishment of<br/>ETOE on its<br/>territory?</i> | <i>If so, does your country allow the<br/>operation of ETOEs on its<br/>territory, but with conditions?</i> | <i>Does your desig-<br/>nated operator<br/>accept inbound<br/>items tendered by<br/>ETOE?</i> | <i>If so, does your designated operator<br/>accept these ETOE items, but with<br/>conditions?</i>   | <i>Other conditions</i>   |
|---|--|---|---|---|---|
| <b>Albania</b><br>DO<br>Ms Elena Andoni<br>posta@postashqiptare.al                                      | No   |   | Yes, for letter post, parcels and EMS   | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply<br>5 Bilateral agreements are required with the origin ETOE operator<br>6 Reciprocity agreements are required with the country in which an ETOE is located |   |
| <b>Algeria</b><br>Member country (MC)<br>Mr Samir Zouaoui<br>T +213 21 72 37 67<br>s.zouaoui@mpt.gov.dz | No   |   | Yes, for letter post, parcels and EMS   | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply<br>5 Bilateral agreements are required with the origin ETOE operator   | Algeria does not have any ETOEs located abroad, and no ETOEs are located in Algeria |

| <i>Member country or territory<br/>(Replying entity and contact)</i>   | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>  | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>   |
|--|---|--|--|--|---|
| <b>Angola</b><br>MC<br>Mr Manuel Homem<br>T +244 22 221 0740           | Yes   | 1 UPU documentation is allowed for all outbound ETOE mail<br>2 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts<br>3 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs form, CN 38 delivery bill) for both letters and parcels<br>4 Bilateral agreements are required with destination designated operators in countries having declared a policy to apply the UPU Acts to items received | Yes, for letter post, parcels and EMS  | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply<br>5 Bilateral agreements are required with the origin ETOE operator<br>6 Reciprocity agreement is not accepted | 1 The postal service will ensure the international extension of its services, implementing them in its international relations and ensuring compliance with the rules defined by the Acts of the Universal Postal Union<br>2 Posts will establish agreements necessary for the operation of correspondence services and postal financial services in their international relations, being able to negotiate with their partners the opening of new services, the operating conditions and the principles of their accounting<br>3 The post office can assist the government in the negotiation of international agreements concerning the postal area |
| <b>Antigua and Barbuda</b><br>Mr Sylvester Carter<br>T +1 268 462 0992 | Yes, for letter post  | 1 ETOE mail is treated as ordinary mail<br>2 UPU documentation is allowed for all outbound ETOE mail<br>3 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts<br>4 UPU transport handling documentation and procedures are allowed<br>5 Bilateral agreements are required and will follow the UPU Acts  | Yes, for letter post and parcels   | 1 Items accepted in accordance with the rates, and terms and conditions of acceptance, for domestic postal service<br>2 UPU documentation allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply  |   |

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|--|---|--|--|--|---|
| <b>Argentina</b><br>MC<br>Ms Maria Florencia Pobega<br>T +54 9 112 157 5228<br>pobegam@jefatura.gob.ar   | No  |  | Yes, for letter post, parcels and EMS  | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed<br>3 UPU terminal dues rates apply   | 1 With conditions of return, documentation and treatment according to UPU standards<br>2 Bilateral agreements are required with the ETOE operator of origin – when a reduction in tariffs is not required |
| <b>Aruba, Curaçao and Sint Maarten</b><br>– Curaçao<br>DO<br>Ms Niviëla Sambo<br>nsambo@cpostint.com   | No  |  | Yes, for letter post and parcels   | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply<br>5 Bilateral agreements are required with the origin ETOE operator<br>6 Reciprocity agreement is not accepted | The terminal dues owed to the ETOE must not be lower than those owed to the designated operator of the ETOE's country of origin   |
| <b>Australia</b><br>MC<br>Postal International Engagement Section, Department of Infrastructure, Transport, Regional Development, Communications and the Arts<br>internationalpost@communications.gov.au | Yes, for letter post, parcels and EMS                                       | If an ETOE is to be operated by a legal entity in Australia, that entity must meet the usual establishment requirements of the Australian Corporations Act and be in compliance with all applicable Australian legislation | Yes, for letter post and parcels   | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 Bilateral agreements are required with the origin ETOE operator   | Please see other conditions (attached)  |

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|---|---|--|--|---|--|
| <b>Austria</b><br>MC<br>Mr Andreas Hach<br>T +43 1 51433 506115<br>andreas.hach@bmf.gv.at | Yes, for letter post and parcels  | 1 UPU documentation is allowed for letters, not for parcels<br>2 UPU documentation is allowed for all outbound mail (only for parcels, not for letters)<br>3 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs form, CN 38 delivery bill) | Yes, for letter post and parcels   | 1 Items accepted in accordance with the rates, and terms and conditions of acceptance, for domestic postal service (only for letters, not for parcels)<br>2 UPU documentation allowed (only for parcels, not for letters)<br>3 Postal customs clearance procedures are allowed (only for parcels, not for letters)<br>4 UPU terminal dues rates apply (only for parcels, not for letters)<br>5 UPU Inward land rates apply (only for parcels, not for letters)<br>6 Bilateral agreements are required with the origin ETOE operator (only for parcels, not for letters)<br>7 Reciprocity agreements are required with the country in which an ETOE is located (only for parcels, not for letters) | For parcels: UPU inward land rates apply if not otherwise agreed<br>For parcels, all ETOEs must regularly report to the regulatory authority on outbound volumes sent from Austria |
| <b>Azerbaijan</b><br>DO<br>Mr Novruz Mamedov<br>novruz@mincom.gov.az                      | No  |  | Yes, for letter post, parcels and EMS  | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed<br>3 UPU terminal dues rates apply  |  |
| <b>Bahamas</b><br>DO<br>robertsummer@bahamas.gov.bs                                       | No  |  | Yes, for letter post   | 1 UPU terminal dues rates apply<br>2 Bilateral agreements are required  | Payment must accompany each shipment delivered. There is an additional charge/fee for collection from the airport/dock   |

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|--|---|---|--|---|---|
| <b>Bahrain (Kingdom)</b><br>DO<br>Mr Abdulla Alasmi<br>T +973 1747 4300<br>abdulla.alasmi@mtt.gov.bh | No  |   | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 UPU terminal dues rates apply</li> <li>4 Bilateral agreements are required</li> <li>5 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> </ol> | Determined when a country requests the exchange of this type of postal service  |
| <b>Barbados</b><br>DO<br>Ms Michelle. M. Walrond<br>michelle_walrond@bps.bb                          | No  |   | Yes, for letter post   | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 UPU terminal dues rates apply</li> </ol>  |   |
| <b>Belarus</b><br>MC<br>elena.barkovskaya@mpt.gov.by   | No  |   | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 UPU terminal dues rates apply</li> </ol>  |   |
| <b>Belgium</b><br>MC<br>Mr Joost Callaert<br>joost.callaert@ibpt.be                                  | Yes, for letter post, parcels and EMS                                       | Bilateral agreements are required with destination designated operators in countries having declared a policy to apply the UPU Acts to items received | Yes, for letter post, parcels and EMS  | Reciprocity agreements are required with the country in which an ETOE is located  | In this case, a licence application is submitted to the Belgian Institute of Posts and Telecommunications (IBPT) if, and only if, deliveries of inward dispatches within the framework of the universal service are also made on Belgian territory (Belgium's further response is attached) |
| <b>Bolivia</b><br>Mr Vladimir Felix Escobar Gisbert<br>vescobar@att.gob.bo                           | No  |   | No   |   |   |
| <b>Bosnia and Herzegovina</b><br>MC  | No  |   | No   |   |   |

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|---|---|---|--|--|--|
| <b>Brazil</b><br>MC<br>Mr Francklin Furtado<br>T +55 61 2027 6882<br>francklin.furtado@mctic.gov.br             | No  |   | Yes, for letter post, parcels and EMS  | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed<br>3 UPU terminal dues rates apply<br>4 Reciprocity agreements are required with the country in which an ETOE is located   | Bilateral agreements are required, under which it is mandatory to provide electronic information in advance  |
| <b>Brunei Darussalam</b><br>MC<br>Ms Durratul'Aini Hashim<br>T +673 238 3838<br>durratulaini.hashim@mtic.gov.bn | No  |   | Yes, for letter post, parcels and EMS  | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply |  |
| <b>Bulgaria (Rep.)</b><br>MC<br>Mr Plameh Kostov<br>+359 2 949 3345<br>p.kostov@bgpost.bg                       | No  |   | Yes, for letter post, parcels and EMS  | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply | 1 ETOE items are treated as other international items<br>2 According to the Postal Sector Policy of the Republic of Bulgaria in force until 2018, the establishment of ETOEs by other UPU designated operators on the territory of the Republic of Bulgaria is subject to the conclusion of bilateral commercial agreements with the designated operator (Bulgarian Posts), defining the conditions for carrying out this activity, for instance, setting a requirement for reciprocity, etc.<br>3 Regarding question 2.3.1, if it means "direct access", then our answer would be "No". ETOE items are treated as all other international items |

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|---|---|---|--|---|---|
| <b>Burkina Faso</b><br>DO<br>Mr S. Michel Kabre<br>dc@sonapost.bf                             | No  |   | Yes, for letter post and parcels   | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 UPU terminal dues rates apply</li> </ol>  | <ol style="list-style-type: none"> <li>1 Use of UPU documents</li> <li>2 The identity of the designated operator of the ETOE</li> </ol> |
| <b>Cambodia</b><br>MC<br>Mr Nen Hou<br>nen_hou@yahoo.com                                      | Yes, for letter post, parcels and EMS                                       | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed for all outbound ETOE mail</li> <li>2 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts</li> <li>3 UPU transport handling documentation and procedures are allowed</li> <li>4 Bilateral agreements are required and will comply with UPU Acts</li> <li>5 In accordance with Cambodian law</li> </ol> | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 UPU terminal dues rates apply</li> <li>5 Bilateral agreements are required with the origin ETOE operator</li> <li>6 Reciprocity agreements are required with the country in which an ETOE is located</li> <li>7 In accordance with Cambodian law</li> </ol> |   |
| <b>Cameroon</b><br>MC<br>ndemebitang@yahoo.fr   | No  |   | No   |   |   |
| <b>Canada</b><br>DO<br>Ms Melanie Petrut<br>T +1 613 882 2306<br>melanie.petrut@canadapost.ca | No  |   | No   |   |   |

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|--|---|---|--|--|-------------------------|
| <b>Chad</b><br>DO<br>Ms Elise Goldoum<br>egoldoum@yahoo.fr                     | No  |   | No   |  |                         |
| <b>China (People's Rep.)</b><br>MC<br>Ms Song Xin<br>songxinforever@aliyun.com | No  |   | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 UPU terminal dues rates apply</li> </ol> |                         |
| – <b>Hongkong Post</b><br>MC<br>Ms Song Xin<br>songxinforever@aliyun.com       | No  |   | No   |  |                         |
| – <b>Macao Post</b><br>MC<br>Ms Song Xin<br>songxinforever@aliyun.com          | No  |   | No   |  |                         |
| <b>Colombia</b><br>DO<br>Ms Elisa Fuentes Mejía<br>efuentes@mintic.gov.co      | No  |   | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 UPU terminal dues rates apply</li> </ol> |                         |



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|---|---|---|--|--|--|
| <b>Comoros</b><br>DO<br>Mr Nadjib Dhakoine<br>T +269 773 4343<br>secretariat@snpf.km            | No  |   | Yes, for letter post, parcels and EMS  | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed<br>3 UPU terminal dues rates apply<br>4 Bilateral agreements are required with the ETOE operator of origin<br>5 Reciprocity agreements are required with the country in which an ETOE is located (that is, your country agrees to accept ETOE items provided that the country in which an ETOE is located also accepts ETOE items under the same conditions) | Currently no national policy or legislation on ETOEs in the country; however, a postal law is being drafted that could take this activity into account |
| <b>Congo (Rep.)</b><br>Ms Céline M'Bongo<br>mcellime@gmail.com                                  | No  |   | No   |  |  |
| <b>Costa Rica</b><br>DO<br>Mr Alexis Arias Mora<br>T +506 2 202 29 10<br>aariasma@correos.go.cr | No  |   | Yes, for letter post and parcels   | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply   |  |

| <i>Member country or territory<br/>(Replying entity and contact)</i>  | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>  | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>   |
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| <b>Côte d'Ivoire (Rep.)</b><br>DO<br>Mr Fantrigue Ali Silue<br>T +225 25 21 00 09 80<br>T +225 07 08 13 34 53<br>silue.fantrigue@laposte.ci | No  |  | Yes, for letter post and parcels   | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply<br>5 Bilateral agreements are required with the origin ETOE operator<br>6 Reciprocity agreements are required with the country in which an ETOE is located    |   |
| <b>Croatia</b><br>MC<br>Mr Mijo Uzevic<br>mijo.uzevic@mmpi.hr   | Yes, for letter post, parcels and EMS                                       | ETOE s are allowed without conditions  | Yes, for letter post, parcels and EMS  | Accepted without conditions  |   |
| <b>Czechia</b><br>MC<br>Mr Jiří Řehola<br>T +420 224 853 391<br>rehol a@mpo.cz  | Yes, for letter post, parcels and EMS                                       | 1 UPU documentation may be used only for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts<br>2 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs form, CN 38 delivery bill)<br>3 UPU documentation is allowed for all outbound ETOE mail<br>4 Bilateral agreements are required with destination designated operators in countries that have declared a policy to apply the UPU Acts to items received | Yes, for letter post and parcels   | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply<br>5 Bilateral agreements are required with the ETOE operator of origin<br>6 Reciprocity agreements are required with the country in which an ETOE is located | 1 In order to establish an ETOE, a trading licence is required<br>2 The terminal dues owed to the ETOE must not be lower than those owed to the designated operator of the ETOE's country or origin<br>3 The operation of postal services in general, including ETOEs, is allowed on the territory of the Czech Rep. only after notification of the business is sent to the national regulatory authority (Czech Telecommunications Office) by means of the prescribed form, or more precisely after delivery of this form to the national regulatory authority |

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|---|---|---|--|--|---|
| <b>Dem. Rep. of the Congo</b><br>Jean-Claude Akelagesa Kasokothi<br>T +243 81 037 5649<br>jcakela2020@gmail.com | No  |   | No   |  |   |
| <b>Denmark</b><br>MC<br>Ms Marianne Winther<br>mwin@tbst.dk   | Yes, for letter post, parcels and EMS                                       | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed for all outbound ETOE mail</li> <li>2 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts</li> <li>3 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs declaration, CN 38 delivery bill)</li> <li>4 Bilateral agreements are required with destination designated operators in countries that have declared a policy to apply the UPU Acts to items received</li> </ol> | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 UPU terminal dues rates apply</li> <li>4 Bilateral agreements are required with the ETOE operator of origin</li> <li>5 Reciprocity agreements are required with the country in which an ETOE is located</li> </ol> | <ol style="list-style-type: none"> <li>1 A postal operator must obtain a general authorization from the Danish Transport Authority in order to operate an ETOE in Denmark, on the same terms as any other postal operator intending to offer postal services in Denmark</li> <li>2 In order to establish an ETOE, a trading licence is required</li> <li>3 The terminal dues owed to the ETOE must not be lower than those owed to the designated operator of the ETOE's country of origin</li> </ol> |
| <b>Djibouti</b><br>Mr Hildid Mohamed Magareh<br>hildid.mohamed@laposte.dj<br>hildid_2050@yahoo.fr               | Yes, for letter post, parcels and EMS                                       | <ol style="list-style-type: none"> <li>1 Only items in transit to Somalia are accepted; no dispatch for the time being</li> <li>2 UPU transport handling documentation and procedures are allowed</li> </ol>  | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 UPU terminal dues rates apply</li> <li>2 Bilateral agreements are required with the origin ETOE operator</li> <li>3 Only inbound items destined for Somalia are accepted; no export for the time being</li> <li>4 Terminal dues will be paid into a joint account in Djibouti</li> </ol>                              |   |
| <b>Dominica</b><br>DO<br>Ms Clare Seraphine-Wallace<br>gpo@dominica.gov.dm                                      | No  |   | No   | ETOE's are accepted unwillingly. The country becomes aware of ETOE's only when statements are prepared and forwarded   | Because of the above we are unable to recover the costs of/from ETOE's  |

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|--|---|---|--|---|-------------------------|
| <b>Egypt</b><br>DO<br>Mr Nermin Hassan Mahsoub<br>Mohamed<br>n_hassan@egyptpost.org      | No  |   | No   |   |                         |
| <b>El Salvador</b><br>DO<br>Mr Hugo Alexander Alvarado Ayala<br>halvarado@correos.gob.sv | No  |   | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 UPU terminal dues rates apply</li> <li>5 Bilateral agreements are required with the origin ETOE operator</li> <li>6 Reciprocity agreements are required with the country in which an ETOE is located</li> </ol> |                         |
| <b>Equatorial Guinea</b><br>T +240 33 309 9018   | No  |   | No   |   |                         |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                    | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>   | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>   | <i>Other conditions</i>  |
|---|---|---|--|---|--|
| <b>Estonia</b><br>MC<br>Ms Elena Reilent<br>T +372 639 7666<br>elena.reilent@mkm.ee     | Yes, for letter post, parcels and EMS                                       | <ol style="list-style-type: none"> <li>1 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts</li> <li>2 UPU transport handling documentation and procedures are allowed</li> <li>3 Bilateral agreements are required with destination designated operators in countries that have declared a policy to apply the UPU Acts regarding items received</li> <li>4 Bilateral agreements are required with destination designated operators in countries that have declared a policy to apply the UPU Acts regarding items received</li> </ol> | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 Bilateral agreements are required with the origin ETOE operator</li> <li>4 Reciprocity agreements are required with the country in which an ETOE is located</li> <li>5 Reciprocity agreements are required with the country in which an ETOE is located (i.e. ETOE items are accepted provided that the country in which an ETOE is located also accepts ETOE items under the same conditions)</li> </ol> | <ol style="list-style-type: none"> <li>1 There are no restrictions to register an ETOE in Estonia for services where Estonian senders are not involved, on the basis of reciprocity and non-discrimination, including use of CN documents</li> <li>2 Reciprocity in terms of ETOE establishment and CN document use shall be followed</li> </ol> |
| <b>Fiji</b><br>MC<br>Ms Salote Sukani<br>salote.sukani@govnet.gov.fj                    | No  |   | Yes, for letter post   | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 UPU terminal dues rates apply</li> </ol>  |  |
| <b>Eswatini</b><br>MC<br>Mr Andreas Dlamini<br>T +268 76 06 0230<br>dlaminiandre@gov.sz | No  |   | No   |   |  |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                                    | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>   | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>   | <i>Other conditions</i>   |
|---|---|---|--|---|---|
| <b>Finland</b><br>DO<br>Ms Eveliina Anna Katriina Uusitalo<br>eveliina.uusitalo@gov.fi                  | Yes, for letter post, parcels and EMS                                       | Yes, see other conditions (attached)<br><br>Outbound: Each item is to be marked so the ETOE in question is recognized. Posti does not accept returns for mail from ETOEs exempt from terminal dues in Finland. If the returns come from an ETOE, our inbound ETOE rules apply (otherwise UPU rules apply). The ETOEs in Finland need our ministry's approval to convey mail from Finland.   | Yes, for letter post, parcels and EMS  |   | Please see other conditions (attached)  |
| <b>France</b><br>MC<br>Mr Tamimount Farid<br>T +33 (0)1 53 18 34 81<br>farid.tamimount@finances.gouv.fr | Yes, for letter post and parcels  | <ol style="list-style-type: none"> <li>1 The operator must satisfy the legal and regulatory obligations applicable to all businesses established in France. In the case of an ETOE handling mail, it must obtain authorization issued by ARCEP, the regulatory authority for electronic communications and Posts</li> <li>2 ETOEs are authorized to use UPU documentation for outbound mail</li> <li>3 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts</li> <li>4 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs form, CN 38 delivery bill)</li> </ol> | Yes, for letter post and parcels   | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 UPU terminal dues rates apply</li> <li>5 Bilateral agreements are required with the origin ETOE operator</li> <li>6 Reciprocity agreements are required with the country in which an ETOE is located</li> </ol> | <ol style="list-style-type: none"> <li>1 ETOE items are accepted at the rates and under the terms and conditions of admission applicable to domestic postal products, except within the framework of a bilateral agreement concluded in advance with the designated operator of the country of origin of the ETOE, enabling ETOE items to be received under the Acts of the Union</li> <li>2 UPU documentation may only be used for customs clearance in France if a bilateral agreement has been signed in advance. Reciprocity agreements are required with the country of origin of the ETOE</li> <li>3 Items tendered by ETOEs are accepted subject to application of article 12 of the 2016 Universal Postal Convention or any similar text of the Universal Postal Convention in force</li> </ol> |

| <i>Member country or territory<br/>(Replying entity and contact)</i>       | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>   | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i> | <i>Other conditions</i>  |
|--|---|---|--|---|--|
| <b>France</b> (cont.)  |   | <p>5 Like any commercial or industrial activity, postal activities may be exercised freely on French territory provided that they comply with both national and European regulatory provisions. As a postal activity based on outbound cross-border mail services, the ETOE must also obtain authorization from ARCEP</p> <p>6 An ETOE may only be established subject to a reciprocity agreement with the country of origin of the ETOE (the country whose designated operator operates or is responsible for the ETOE), enabling the establishment of an ETOE on the territory of that country and the use of UPU forms and documentation in accordance with the Acts of the Union</p> <p>7 In relations with destination countries, ETOEs cannot use, for items departing from France, a terminal dues system based on a category different from that of France, even if the ETOE is operated by a country of origin whose terminal dues classification is different</p> |  |   | 4 France reserves the right to amend the provisions set out in this response |
| <b>Gabon</b><br>MC<br>Mr François Mvele Nsah<br>mvelensahfrançois@yahoo.fr | No  |   | No   |   |  |

| <i>Member country or territory<br/>(Replying entity and contact)</i> | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>  |
|--|---|---|--|--|--|
| <b>Georgia</b><br>DO<br>Ms Eka Kubusidze<br>ekubusidze@economy.ge    | No  |   | No   |  |  |
| <b>Germany</b><br>MC<br>Mr Daniel Eimer<br>Daniel.Eimer@bmwk.bund.de | Yes, for letter post, parcels and EMS                                       | Yes, see other conditions   | Yes, for letter post, parcels and EMS  | Yes, see other conditions<br><br>Without prejudice to applicable national and international legislation, Germany agrees to apply the Acts of the Union to inbound items received from ETOEs (including the regulations on UPU documentation, transport handling procedures and postal customs clearance) | <ol style="list-style-type: none"> <li>1 UPU documentation may be used only for ETOE items sent to countries that have declared a policy of agreeing to accept ETOE items under the UPU Acts</li> <li>2 The applicant needs authorization issued by the national regulatory authority (NRA) to establish an ETOE/international mail processing centre</li> <li>3 Authorization is only given on the basis of reciprocity and non-discrimination: if Germany allows country X to establish an ETOE on its territory, in return, that country would have to allow an ETOE run by Germany to be established on its territory (if requested)</li> <li>4 Inbound items tendered by ETOEs for delivery in Germany are accepted under any of the following conditions:               <ol style="list-style-type: none"> <li>a Under the terms and conditions applicable to, and available in, the domestic service</li> </ol> </li> </ol> |



| <i>Member country or territory<br/>(Replying entity and contact)</i>      | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>   |
|---|---|---|--|--|---|
| <b>Germany</b> (cont.)  |   |   |  |  | <ul style="list-style-type: none"> <li>b Under the conditions applicable to items received under the UPU Acts <i>and</i> applying terminal dues rates applicable to group I countries (including self-declared rates, where applicable)</li> <li>c Under the conditions applicable to items received under the UPU Acts, supplemented by a specific rate agreement with the designated operator responsible for the origin ETOE in question</li> </ul> <p>5 Bilateral agreements are required with the origin ETOE operator</p> <p>6 Germany reserves the right to amend these provisions as required</p> |
| <b>Ghana</b><br>DO<br>sulleylugey@yahoo.com                               | No  |   | Yes, for letter post   | <ul style="list-style-type: none"> <li>1 Items are accepted in accordance with the rates, and terms and conditions of acceptance, for the domestic postal service</li> <li>2 Bilateral agreements are required</li> </ul>  |   |
| <b>Greece</b><br>MC<br>v.koutsoukou@yme.gov.gr<br>a.mertika@mindigital.gr | Yes, for letter post and parcels  | UPU documentation is not allowed for outbound ETOE mail   | Yes, for letter post and parcels   | <ul style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 Bilateral agreements are required with the origin ETOE operator</li> <li>4 Reciprocity agreements are required with the country in which an ETOE is located</li> </ul> | <ul style="list-style-type: none"> <li>1 Licences are issued by the national regulatory authority (NRA)</li> <li>2 The terms, conditions and rates applicable to mail dispatched by ETOEs are stipulated in International Bureau circular No. 226 of 22 December 2014, issued on behalf of Greece (updating circular No. 7 of 3 January 2011)</li> </ul>  |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                                  | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>  |
|---|---|---|--|--|--|
| <b>Grenada</b><br>DO<br>Mr Phillips Gittens<br>T +1 473 440 2526/6728<br>F +1 473 440 4271            | No  |   | Yes, for letter post, parcels and EMS  | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply   | 1 We treat inbound ETOE items in accordance with the UPU Regulations<br>2 Items that are sent in error will be handled, returned or forwarded at a cost according to the UPU Regulations |
| <b>Guatemala</b><br>DO<br>Mr Mauricio Alberto Grajeda Mariscal<br>T +502 2413 0202                    | No  |   | No   |  |  |
| <b>Guinea</b><br>DO<br>Mr Prosper Guilavogui<br>T +224 655 77 26 86<br>densi.gn@lapostequineenne.post | No  |   | Yes, for letters, parcels and EMS  | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates and transit land rates apply<br>5 Bilateral agreements are required with the origin ETOE operator<br>6 Reciprocity agreements are required with the country in which an ETOE is located |  |

| <i>Member country or territory<br/>(Replying entity and contact)</i>  | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>   | <i>Other conditions</i>  |
|---|---|---|--|---|--|
| <b>Guyana</b><br>DO<br>Mr Henry Dundas<br>hdundas9@yahoo.com<br>T +592 226 9836<br>F +592 226 4370              | No  |   | No   |   |  |
| <b>India</b><br>DO<br>ranjit@indiapost.gov.in   | No  |   | No   |   |  |
| <b>Indonesia</b><br>MC<br>Mr Analisis Widodo Adi<br>T +62 21 383 5923<br>F +62 21 386 2870                      | No  |   | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 UPU terminal dues rates apply</li> <li>4 Bilateral agreements are required with the origin ETOE operator</li> </ol> | <ol style="list-style-type: none"> <li>1 We accept inbound ETOE items dispatched by designated postal operators</li> <li>2 Postal dispatching documentation is used</li> </ol>   |
| <b>Iran (Islamic Rep.)</b><br>DO<br>Mr Mohammadreza Karami<br>mrkarami@post.ir                                  | No  |   | Yes, letter post   | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> </ol>   | <ol style="list-style-type: none"> <li>1 Our designated operator accepts ETOE items with higher terminal dues rates compared to the UPU rate</li> <li>2 Our operator announced its conditions in the IB circular issued on 23 February 2009</li> </ol> |
| <b>Iraq</b><br>DO<br>Ms Jenan Abdel Wahab Zouki<br>T +964 771 160 1072<br>ipr_iq@yahoo.com<br>relations@post.iq | No  |   | No   |   |  |

| <i>Member country or territory<br/>(Replying entity and contact)</i>   | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>  | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>  |
|--|---|--|--|--|--|
| <p><b>Ireland</b><br/>MC<br/>Ms Mary Farrell<br/>mary.farrell@dcca.gov.ie<br/>Ms Tara McCabe<br/>tara.mccabe@dcca.gov.ie</p> | <p>Yes, for letter post, parcels and EMS</p>                                | <ol style="list-style-type: none"> <li>1 UPU documentation is not allowed</li> <li>2 UPU documentation may be used only for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts</li> <li>3 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs form, CN 38 delivery bill)</li> <li>4 Bilateral agreements are required</li> </ol> | <p>Yes, for letter post, parcels and EMS</p>                                 | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed (subject to a bilateral agreement and format separation of mail – E, P and G)</li> <li>2 Postal customs clearance procedures are allowed (subject to a bilateral agreement)</li> <li>3 Bilateral agreements are required</li> <li>4 Reciprocity agreements are required</li> </ol> | <p><u>Ireland's ETOE policy</u></p> <p>The Department of Communications, Climate Action and Environment, the relevant authority of the Irish Government, approves the establishment of ETOEs in Ireland by designated operators of other UPU member countries subject to the following conditions:</p> <ol style="list-style-type: none"> <li>1 The designated operator seeking to establish the ETOE must comply with the provisions of the Communications Regulation (Postal Services) Act 2011 and remain compliant with that Act while the ETOE is in operation</li> <li>2 At all times, an agreement must be in place between An Post and the designated operator establishing the terminal dues applicable to all traffic handled by the ETOE. The Universal Postal Convention is not an agreement for this purpose</li> <li>3 Outbound mail from an ETOE may bear UPU documentation only if sent to countries that have declared a policy agreeing to accept ETOE items under the Universal Postal Convention</li> <li>4 Inbound mail from ETOEs will be treated as commercial items, so An Post domestic tariffs and terms and conditions will apply</li> <li>5 The designated operator of the ETOE shall ensure that the prepayment indicia on ETOE mail dispatched from Ireland enable it to be clearly distinguished from mail dispatched by An Post</li> </ol> |

| <i>Member country or territory<br/>(Replying entity and contact)</i> | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i> | <i>Other conditions</i>   |
|--|---|---|--|---|---|
| <b>Ireland</b> (cont.)   |   |   |  |   | <p>6 In accordance with article RL 125.5 of the Letter Post Regulations, non-postal stamps and charity and other labels, as well as designs likely to be mistaken for An Post's stamps or service labels or those of third parties, may not be affixed to or printed on the address side of inbound or outbound mail handled by the ETOE</p> <p>7 All mail handled by the ETOE must bear indicia clearly identifying the designated operator of the ETOE, one addressee's address only and one sender's address only</p> <p>8 An adequate system shall be established to deal with undeliverable mail returned to sender so as to ensure that it does not enter the An Post network; any underpaid ETOE mail entering the An Post postal network will be handled in line with the treatment of underpaid domestic mail</p> <p>9 All mail exported from Ireland shall originate with senders legally domiciled in Ireland and shall, in the case of commercial postings, be produced, although not necessarily printed, by their staff who are based in Ireland. The designated operator of the ETOE shall not accept mail for ABA or ABC remailing which exploits arbitrage or ABC remailing where mail is posted in bulk to benefit from lower terminal dues rates in the country of final destination</p> |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                    | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>   | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>  |
|---|---|---|--|--|--|
| <b>Ireland</b> (cont.)  |   |   |  |  | <p>10 Any approval granted pursuant to this policy may be withdrawn forthwith if the designated operator fails to comply with the terms of this policy</p> <p>11 Any approval granted pursuant to this policy may be withdrawn by An Post with three months' notice to the designated operator</p> <p>12 If the approval is withdrawn, the designated operator shall cease to operate the ETOE or to use the IMPC code</p> |
| <b>Italy</b><br>MC<br>Ms Isabella Flajban<br>isabella.flajban@mise.gov.it               | Yes, for letter post  | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed for all outbound ETOE mail</li> <li>2 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts</li> <li>3 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs declaration, CN 38 delivery bill)</li> <li>4 Bilateral agreements are required with destination designated operators in countries that have declared a policy to apply the UPU Acts to items received</li> </ol> | Yes, for letter post   | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 Bilateral agreements are required with the origin ETOE operator</li> <li>5 Reciprocity agreements are required with the country in which an ETOE is located</li> </ol> | For all other conditions, refer to IB circular No. 192 of 20 June 2005   |
| <b>Japan</b><br>MC<br>Mr Teruo Kobayashi<br>international-postal-affairs@ml.soumu.go.jp | No  |   | No   |  |  |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                    | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>  | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>   | <i>Other conditions</i>   |
|---|---|--|--|---|---|
| <b>Jordan</b><br>DO<br>Mr Muath Ahmad Al Alem<br>T +962 6 429 3000<br>F +962 6 420 6348 | No  |  | No   |   |   |
| <b>Kazakhstan</b><br>DO<br>Ms Irina Ismagilova<br>irina.ismagilova@kazpost.kz           | Yes, for letter post, parcels and EMS                                       | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 UPU documentation may be used only for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts</li> <li>3 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs form, CN 38 delivery bill)</li> <li>4 Bilateral agreements are required</li> </ol> | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 UPU terminal dues rates apply</li> <li>5 Bilateral agreements are required with the origin ETOE operator</li> <li>6 Reciprocity agreements are required with the country in which an ETOE is located</li> </ol> |   |
| <b>Kenya</b><br>MC<br>Mr Samson Wambua Kitonyi<br>skitony@posta.co.ke                   | No  |  | Yes, for letter post   | UPU terminal dues rates apply   | The items must have a standard weight and be properly packaged and enclosed in receptacles or bags  |
| <b>Korea (Rep.)</b><br>DO<br>sylee77@mke.go.kr  | No  |  | Yes  | Yes, see other conditions   | Korea (Rep.) will accept inbound items tendered by ETOEs subject to an agreement of the dispatching country's designated operator, only in cases where the ETOE's host country allows the establishment of ETOEs and the IMPC code has been issued to the ETOE by the UPU |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                                 | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>   | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i> |
|--|---|---|--|--|-------------------------|
| <b>Kuwait</b><br>MC<br>Ms Manar Abdel Hadi Alenezi<br>manar@moc.gov.kw                               | No  |   | No   |  |                         |
| <b>Kyrgyzstan</b><br>DO<br>Ms Koichumanova Aida<br>T +996 312 611002<br>a.koichumanova@kyrgyzpost.kg | Yes, for letter post, parcels and EMS                                       | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed for all outbound ETOE mail</li> <li>2 UPU documentation may be used only for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts</li> <li>3 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs form, CN 38 delivery bill)</li> <li>4 Bilateral agreements are required with destination designated operators in countries that have declared a policy to apply the UPU Acts regarding items received</li> </ol> | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 Bilateral agreements with the origin ETOE operator are required</li> <li>5 Reciprocity agreements are required with the country in which an ETOE is located</li> </ol> |                         |
| <b>Lao People's Dem. Rep.</b><br>MC<br>Mr Phouvong Khamfong<br>postdiv@laotel.com                    | No  |   | No   |  |                         |



| <i>Member country or territory<br/>(Replying entity and contact)</i>        | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>  | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>   |
|---|---|--|--|--|---|
| <b>Latvia</b><br>Ms Laura Lapina<br>laura.lapina@pasts.lv                   | Yes   | <ol style="list-style-type: none"> <li>1 The establishment of ETOEs must be mutual. Therefore, bilateral agreements are required with the origin ETOE operator</li> <li>2 UPU documentation is allowed for all outbound ETOE mail</li> </ol>   | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 UPU terminal dues rates apply</li> <li>4 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>5 Bilateral agreements with the ETOE operator of origin are required</li> </ol> |   |
| <b>Lebanon</b><br>DO<br>Mr Manale Azar<br>manale.azar@libanpost.com         | No  |  | Yes, letter post   | Bilateral agreements are required with the origin ETOE operator  | LibanPost does not accept items coming from ETOEs located in developing and least developed countries   |
| <b>Lithuania</b><br>MC<br>Rasa Jasiulionienė<br>rasa.jasiulioniene@sumin.lt | Yes, for letter post, parcels and EMS                                       | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed for all outbound ETOE mail</li> <li>2 Bilateral agreements are required with destination designated operators in countries that have declared a policy to apply the UPU Acts to items received</li> <li>3 UPU documentation may be used only for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts</li> <li>4 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs form, CN 38 delivery bill)</li> </ol> | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 UPU terminal dues rates apply</li> <li>4 Reciprocity agreements are required with the country in which an ETOE is located</li> </ol>   | <ol style="list-style-type: none"> <li>1 An ETOE may only be established on a basis of reciprocity with the country of origin of the ETOE (the country whose designated operator operates or is responsible for the ETOE), enabling the establishment of an ETOE on the territory of that country and the use of UPU forms and documentation in accordance with the Acts of the Union</li> <li>2 ETOE activities are allowed in Lithuania for services for which Lithuanian users of postal services are not involved</li> <li>3 UPU documentation is allowed on the basis of reciprocity and non-discrimination (including use of CN documents)</li> </ol> |

| <i>Member country or territory<br/>(Replying entity and contact)</i>               | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>  | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i> |
|--|---|--|--|--|-------------------------|
| <b>Madagascar</b><br>DO<br>Mr Ranarison Richard<br>dep.paositra@gmail.com          | No  |  | No   |  |                         |
| <b>Malawi</b><br>MC<br>Mr Nicholas Dausi<br>principal.secretary@information.gov.mw | No  |  | No   |  |                         |
| <b>Maldives</b><br>DO<br>Mr Ahmed Shafeeq Mohamed<br>md@maldivespost.com           | No  |  | No   |  |                         |
| <b>Malta</b><br>MC<br>Ivan Bugeja<br>er.mca@mca.org.mt                             | Yes, for letter post, parcels and EMS                                       | <ol style="list-style-type: none"> <li>1 UPU documentation may be used only for ETOE items sent to countries that have declared a policy of agreeing to accept ETOE items under the UPU Acts</li> <li>2 The applicant needs an authorization issued by the national regulatory authority (NRA) to establish an ETOE/international mail processing centre in Malta</li> </ol> | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 UPU terminal dues rates apply</li> </ol> |                         |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                              | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>  | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>   |
|---|---|--|--|--|---|
| <b>Malta</b> (cont.)  |   | 3 Authorization to establish an ETOE in Malta is only given on the basis of reciprocity and non-discrimination<br><br>4 Compliance with the rules governing the provision of postal services, including the powers and duties of operators in the postal services market, as regulated by the Postal Services Act (Chapter 254 of the Laws of Malta) |  |  |   |
| <b>Mauritius</b><br>MC<br>Ms Sandrine Valere Marie Joëlle<br>T +230 401 3712<br>psmitci@govmu.org | No  |  | Yes, for letter post and parcels   | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br><br>2 UPU documentation is allowed<br><br>3 Postal customs clearance procedures are allowed<br><br>4 UPU terminal dues rates apply<br><br>5 Bilateral agreements are required with the ETOE operator of origin<br><br>6 Reciprocity agreements are required with the country in which an ETOE is located |   |
| <b>Mexico</b><br>MC<br>Ms Adriana Díaz Ortiz<br>adriana.diazo@sct.gob.mx                          | No  |  | Yes, for letter post, parcels and EMS  | 1 UPU documentation is allowed<br><br>2 Postal customs clearance procedures are allowed<br><br>3 UPU terminal dues rates apply   | ETOE must comply with the legislation in force in the country in which they are located |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                             | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>   | <i>Other conditions</i> |
|--|---|---|--|---|-------------------------|
| <b>Moldova</b><br>MC<br>Ms Tatiana Petrache<br>T +373 22 250 631<br>tatiana.petrache@midr.gov.md | No  |   | Yes, for letter post, parcels and EMS  | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed<br>3 UPU terminal dues rates apply<br>4 Bilateral agreements with the origin ETOE operator are required<br>5 Reciprocity agreements are required with the country in which an ETOE is located |                         |
| <b>Monaco</b>  |   |   |  |   |                         |
| <b>Mongolia</b><br>MC<br>Mr Chinbat Baatarjav<br>chinbat@cita.gov.mn                             | No  |   | Yes, for letter post, parcels and EMS  | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed<br>3 UPU terminal dues rates apply<br>4 Reciprocity agreements are required with the country in which an ETOE is located  |                         |
| <b>Morocco</b><br>DO<br>Mr Dahim Nacira<br>n.dahim@poste.ma                                      | No  |   | No   |   |                         |

| <i>Member country or territory<br/>(Replying entity and contact)</i>  | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>  | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>   | <i>Other conditions</i>  |
|---|---|--|--|---|--|
| <b>Mozambique</b><br>Ms Adriana Pedro Rafael Miranda<br>T +258 823 194080<br>arafael@incm.gov.mz  | Yes, for EMS  | 1 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts<br>2 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs declaration, CN 38 delivery bill)<br>3 Bilateral agreements are required with destination designated operators in countries that have declared a policy to apply the UPU Acts to items received | Yes, for parcels   | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply<br>5 Bilateral agreements are required with the origin ETOE operator<br>6 Reciprocity agreements are required with the country in which an ETOE is located | The regulator and supervisory ministry must be consulted   |
| <b>Netherlands</b><br>MC<br>Mr Hans Mojet<br>T +31 70 378 5480<br>h.w.mojet@minezk.nl<br><br>Mr Rémon Dantuma<br>T +31 70 379 7424<br>r.j.r.dantuma@minezk.nl | Yes, for letter post, parcels and EMS                                       | 1 UPU documentation is allowed for all outbound ETOE mail<br>2 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts<br>3 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs declaration, CN 38 delivery bill)  | Yes, for letter post, parcels and EMS  | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply<br>5 Bilateral agreements are required with the origin ETOE operator   | 1 ETOE contact details need to be provided<br>2 Bilateral agreement needs to be in place with DO if traffic to the Netherlands |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                              | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>   | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>  |
|---|---|---|--|--|--|
| <p><b>New Zealand</b><br/>MC<br/>Mr Gabriel Julian Brougham<br/>gabriel.brougham@mbie.govt.nz</p> | <p>Yes, for letter post, parcels and EMS</p>                                | <ol style="list-style-type: none"> <li>1 Bilateral agreements are required with destination designated operators in countries that have declared a policy to apply the UPU Acts to items received</li> <li>2 UPU documentation is not allowed for outbound ETOE mail</li> </ol> | <p>Yes, for letter post, parcels and EMS</p>                                 | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 Bilateral agreements are required with the origin ETOE operator</li> </ol> | <ol style="list-style-type: none"> <li>1 New Zealand Post requires designated operators dispatching ETOE-origin postal items to New Zealand to have an agreement in place with New Zealand Post ("ETOE Agreement"). This agreement stipulates the terms, conditions and rates applicable to ETOE-origin postal items</li> <li>2 For ETOE postal items dispatched to New Zealand without a supporting agreement in place, New Zealand Post reserves the right to decline these ETOE-origin postal items, to return them to the dispatching designated operator, and to impose a charge to, at a minimum, recover the costs to New Zealand Post for this action</li> <li>3 Please refer to International Bureau circular 206 of 21 December 2015. From this date, New Zealand Post requires designated operators dispatching ETOE-origin postal items to New Zealand to have an agreement in place with New Zealand Post. This policy applies to all postal items dispatched from an ETOE</li> </ol> |
| <p><b>Nigeria</b><br/>DO<br/>int.ops@nipost.gov.ng</p>  | <p>No</p>   |   | <p>Yes, for letter post and parcels</p>                                      | <ol style="list-style-type: none"> <li>1 Items accepted in accordance with the rates, and terms and conditions of acceptance, for domestic postal service</li> <li>2 UPU documentation allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 UPU terminal dues rates apply</li> </ol>  |  |

| <i>Member country or territory<br/>(Replying entity and contact)</i>  | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>   | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>   |
|---|---|---|--|--|---|
| <b>North Macedonia</b><br><b>MC</b><br>Ms Blerta Vaseli<br>T +389 23 145497<br>T +389 76 404742<br>blerta.vaseli@mtc.gov.mk | No  |   | Yes  | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed<br>3 UPU terminal dues rates apply   |   |
| <b>Norway</b><br>MC<br>Ms Nina Sørensen Aas<br>T +47 90 50 22 38<br>naa@nkom.no   | Yes, for letter post, parcels and EMS                                       | 1 UPU documentation may be used only for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts<br>2 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs form, CN 38 delivery bill)<br>3 Bilateral agreements are required with destination designated operators in countries that have declared a policy to apply the UPU Acts to items received | Yes, for letter post, parcels and EMS  | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 Bilateral agreements are required with the origin ETOE operator<br>5 Reciprocity agreements with the country in which an ETOE is located are required | 1 Permission from the Norwegian Communications Authority is required to establish an ETOE,<br>2 Agreement with the designated service provider to cover costs for returning and forwarding of mail<br>3 System for labelling all postal items conveyed via an ETOE. The marking must show the exchange office's name and location, as well as which postal provider operates the exchange office<br>4 The provisions of the Postal Services Acts and Postal Regulations must be followed when applicable<br>5 Inbound ETOE mail is only accepted on the basis of a bilateral agreement with the designated operator |
| <b>Pakistan</b><br>DO<br>Mr Fahrhan Ali Mirja<br>farhanalimirja@gmail.com   | No  |   | No   |  |   |

| <i>Member country or territory<br/>(Replying entity and contact)</i>   | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>   | <i>Other conditions</i>  |
|--|---|---|--|---|--|
| <b>Panama (Rep.)</b><br>DO<br>Mr Alan Gallardo<br>T +507 512 7677<br>agallardo@correospanama.gob.pa  | No  |   | No   |   |  |
| <b>Peru</b><br>MC<br>jmondonedo@mtc.gob.pe<br>ranyaipoma@serpost.com.pe  | Yes, see other conditions   | See other conditions  | Yes, for letter post   | Bilateral agreements are required   | Peruvian legislation does not specifically provide for the establishment of ETOEs on Peru's national territory. As a result, the ETOEs installed in Peru (considering that ETOEs are exchange offices of the postal operator of a particular country located in another country) must comply with the legislation applicable to any natural or legal person wishing to provide postal services on the national territory on a free-competition basis by obtaining the appropriate postal concession (Legislative Decree No. 685, Supreme Decree No. 032-93-TCC)<br><br>The national designated operator, SERPOST S.A., is responsible for the use of UPU documents |
| <b>Philippines</b><br>DO<br>Mr Joel L. Zamudio<br>T +632 8527 9607<br>T +632 8527 0067<br>T +632 8527 5409<br>apmgforoperations@gmail.com<br>srd.phlpost@gmail.com<br>iadiv.srd@phlpost.gov.ph | No  |   | Yes, for letter post, parcels and EMS  | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply<br>5 Bilateral agreements with the origin ETOE operator are required | 1 ETOE operator must have a signed agreement with PHLPost before sending items<br>2 Reciprocity agreements are required with the country in which an ETOE is located (if the Philippines will operate an ETOE, the country must agree to it)   |



| <i>Member country or territory<br/>(Replying entity and contact)</i>   | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>   |
|--|---|---|--|--|---|
| <p><b>Poland</b><br/>MC<br/>Ms Anna Karolak-Wozniak<br/>T +48 22 695 81 70<br/>anna.karolak-wozniak@map.gov.pl</p> | No  |   | Yes, for letter post and parcels   | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 UPU terminal dues rates apply</li> <li>4 Bilateral agreements with the origin ETOE operator are required</li> </ol>  | <ol style="list-style-type: none"> <li>1 Detailed rules regarding provision of postal services, including the powers and duties of operators on the postal services market, are regulated in the Postal Law of 23 November 2012 (Official Journal of Laws 2012, pos. 1529)</li> <li>2 Postal activities are regulated within the meaning of the provisions of the Freedom of Business Act of 2 July 2004 (Official Journal of Laws 2010, no. 220, item 1447, as amended) and require an entry in the register of postal operators</li> <li>3 To conduct economic activity within Polish territory, foreign entrepreneurs may establish branch offices, with their registered office within Polish territory on the basis of the principle of reciprocity, unless otherwise provided for in ratified international agreements</li> <li>4 The terms, conditions and rates applicable to ETOE origin postal items are stipulated in International Bureau Circular 103 of 20 July 2020</li> </ol> |
| <p><b>Portugal</b><br/>RG<br/>Mr Pedro Ferreira<br/>T +351 217 212 302<br/>postal-int.affairs@anacom.pt</p>        |   |   | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 Bilateral agreements are required with the origin ETOE operator</li> <li>2 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>3 UPU documentation is allowed</li> <li>4 Postal customs clearance procedures are allowed</li> </ol> | <p>Portuguese legislation does not specifically provide for the establishment of ETOEs on the national territory. Any ETOE to be located in Portugal should therefore comply with the existing rules of operation applicable to any entity that wishes to conduct postal activities in Portugal in a competitive environment</p> <p>(see Law no. 17.2012 of 26 April at <a href="http://www.anacom.pt/render.jsp?contentId=125226">www.anacom.pt/render.jsp?contentId=125226</a>)</p>   |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                                   | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>   |
|--|---|---|--|--|---|
| <b>Qatar</b><br>DO<br>Mr Abdulaziz Bin Mohammed Ahmad Al Thani<br>al-thaniaziz@qatarposts.com          | No  |   | No   |  |   |
| <b>Russian Federation</b><br>MC<br>Mr Rashid Ismailov<br>intercoop@minsvyaz.ru                         | No  |   | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 UPU terminal dues rates apply</li> <li>4 Reciprocity agreements are required with the country in which an ETOE is located</li> </ol> |   |
| <b>Saint Vincent and the Grenadines</b><br>DO<br>Ms Rhesa Jack-Shallow<br>rhesa.shallow@svgpost.com    | No  |   | No   |  |   |
| <b>Sao Tome and Principe</b><br>DO<br>Mr Leonel Da Costa Pieres dos Santos<br>costasantos1@hotmail.com | No  |   | No   |  |   |
| <b>Saudi Arabia</b><br>DO<br>Mr Qassem S. Al Qassem<br>qsqassem@sp.com.sa                              | No  |   | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> </ol>   | <ol style="list-style-type: none"> <li>1 The ETOE operator must be a UPU multilateral data sharing framework agreement signatory</li> <li>2 ITMATT is mandatory and electronic advance data compliance is required</li> </ol> |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                           | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>  | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>   | <i>Other conditions</i>  |
|--|---|--|--|---|--|
| <b>Saudi Arabia</b> (cont.)  |   |  |  | 3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply<br>5 Bilateral agreements are required with the ETOE operator of origin  | 3 The host country allows the establishment of ETOEs<br>4 A dispatching IMPC code has been issued to the ETOE by the UPU |
| <b>Senegal</b><br>DO<br>jeangueje@yahoo.fr   | No  |  | No   |   |  |
| <b>Serbia</b><br>DO<br>Ms Olja Jovicić<br>olja.jovicic@posta.rs<br>milan.dobeijevic@mtt.gov.rs | No  |  | Yes, for letter post   | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed<br>3 UPU terminal dues rates apply  |  |
| <b>Seychelles</b><br>DO<br>seypost@seychelles.net  | No  |  | No   |   |  |
| <b>Singapore</b><br>MC<br>joyce_lim@imda.gov.sg  | Yes, for letter post, parcels and EMS                                       | 1 UPU documentation is allowed for all outbound ETOE mail.<br>2 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to the acceptance of ETOE items under the UPU Acts. | Yes, for letter post, parcels and EMS  | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products.<br>2 UPU documentation is allowed.<br>3 Postal customs clearance procedures are allowed.<br>4 UPU terminal dues rates apply.<br>5 Bilateral agreements are required with the ETOE operator of origin. |  |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                                  | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>  | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>   |
|---|---|--|--|--|---|
| <p><b>Slovakia</b><br/>MC<br/>Ms Eva Matejková<br/>T +421 2 5949 4652<br/>eva.matejkova@mindop.sk</p> | <p>Yes, for letter post, parcels and EMS</p>                                | <ol style="list-style-type: none"> <li>1 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to the acceptance of ETOE items under the UPU Acts.</li> <li>2 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs form, CN 38 delivery bill)</li> <li>3 UPU documentation is not allowed for outbound ETOE mail</li> </ol> | <p>Yes, for letter post and parcels</p>                                      | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 UPU terminal dues rates apply</li> <li>5 Bilateral agreements are required with the ETOE operator of origin</li> </ol> | <ol style="list-style-type: none"> <li>1 The establishment of an ETOE on the territory of Slovakia must be in line with the general legal and regulatory obligations applicable to all businesses established in Slovakia resulting from the Commercial Code</li> <li>2 When it comes to the provision of postal services, they are obliged to register with the national regulatory authority in line with the General Authorization for providing postal services (<a href="http://www.teleoff.gov.sk">www.teleoff.gov.sk</a>) and Act No. 324/2011 on postal services (articles 2, 7, and 17 to 23)</li> <li>3 UPU documentation, customs procedures and terminal dues system are applicable, subject to a bilateral agreement based on non-discriminatory and transparent conditions. The bilateral agreement includes terms and conditions for reimbursement of costs for the redirection and return of items. Slovakia reserves the right to amend the conditions set out in this response</li> <li>4 The designated postal operator in Slovakia is Slovenská posta, a.s. As the holder of the postal licence, this company is entitled to provide the universal service both domestically and internationally, the latter of which is provided according to the Acts of the Universal Postal Union (see <a href="http://www.telecom.gov.sk/index/index.php?ids=271&amp;lang=en">www.telecom.gov.sk/index/index.php?ids=271&amp;lang=en</a>). For question 2.3.4, if an ETOE is located on the territory of REIMS Agreement member countries, terminal dues rates under this Agreement are applied</li> </ol> |

| <i>Member country or territory<br/>(Replying entity and contact)</i>  | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>   | <i>Other conditions</i>   |
|---|---|---|--|---|---|
| <b>South Africa</b><br>DO<br>Ms Phindile Dlamini<br>pdlamini@dtps.gov.za  | No  |   | Yes, for letter post and parcels   | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed<br>3 UPU terminal dues rates apply<br>4 Items accepted in accordance with the rates, and terms and conditions of acceptance, for domestic postal service                                      | 1 No conditions are stipulated but UPU documentation (delivery bills and letter/parcel bills must be used)<br>2 In addition, terminal dues and, if applicable, QSF must be paid, as per UPU rules                             |
| <b>Spain</b><br>MC<br>Mr Germán Vázquez Asenjo<br>T +34 646 568 490<br>gvazquez@fomento.es                              | Yes, for letter post, parcels and EMS                                       | See IB circular No. 56/2004   | Yes, for letter post, parcels and EMS  | Bilateral agreements are required with the ETOE operator of origin  | The following reciprocity principle applies: the country of the designated operator wishing to establish an ETOE in Spain must have declared to the UPU its policy of authorizing the establishment of ETOEs on its territory |
| <b>Sri Lanka</b><br>DO<br>Mr Indunil Vasantha Nawalage<br>T +94 71 229 6286<br>T +94 11 232 0017<br>supdt.ips@slpost.lk | No  |   | Yes, for letter post, parcels and EMS  | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed<br>3 UPU terminal dues rates apply<br>4 Bilateral agreements are required with the origin ETOE operator<br>5 Reciprocity agreements are required with the country in which an ETOE is located | 1 Mails should be submitted with the relevant UPU documents (CN) and should follow the UPU accounting system<br>2 Return policy: any item to be returned will be sent to the origin designated operator                       |

| <i>Member country or territory<br/>(Replying entity and contact)</i>             | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>   | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>   | <i>Other conditions</i>   |
|--|---|---|--|---|---|
| <b>Suriname</b><br>DO<br>Mr Selita Hoft-Monsant<br>selita.hoft@surpost.com       | No  |   | Yes  | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply<br>5 Bilateral agreements are required with the origin ETOE operator |   |
| <b>Sweden</b><br>RG<br>Ms Anna Åberg<br>upu-focalpoint@pts.se                    | Yes, for letter post, parcels and EMS                                       | 1 UPU documentation is allowed for all outbound ETOE mail<br>2 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs form, CN 38 delivery bill)        | Yes, for letter post, parcels and EMS  | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 Bilateral agreements are required with the origin ETOE operator                                    | 1 Without prejudice to applicable national and international legislation, Sweden agrees to apply the Acts of the Union to inbound items received from ETOEs, provided that a bilateral agreement on operations and remuneration for the handling of such items exists with the designated operator operating the ETOE<br>2 Regarding ABA and ABC remail, the remailing provisions in article 28 (article 12 as from 2018) of the UPU Convention are applied |
| <b>Switzerland</b><br>MC<br>Mr Nicolas Rollier<br>nicolas.rollier@bakom.admin.ch | Yes, for letter post, parcels and EMS                                       | 1 UPU documentation is allowed for all outbound ETOE mail<br>2 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs declaration, CN 38 delivery bill) | Yes, for letters   | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed   | 1 Terminal dues rates must be aligned with those of the postal operator of the country hosting the ETOE<br>2 Commentary 2.3.4 – Under certain specific conditions (guarantee that the TD system is not abused)  |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                       | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>   | <i>Other conditions</i> |
|--|---|---|--|---|-------------------------|
| <b>Syrian Arab Rep.</b><br>DO<br>a.saad@mail.sy  | No  |   | Yes  | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 UPU terminal dues rates apply</li> <li>5 Bilateral agreements are required with the origin ETOE operator</li> <li>6 Reciprocity agreements are required with the country in which an ETOE is located</li> </ol> |                         |
| <b>Tajikistan</b><br>MC<br>mincom@rs.tj  | No  |   | No   |   |                         |
| <b>Tanzania (United Rep.)</b><br>DO<br>Mr Jasson Charles Kaliile<br>jassonkalile@gmail.com | No  |   | Yes, for letter post   | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 UPU terminal dues rates apply</li> <li>5 Bilateral agreements are required with the origin ETOE operator</li> <li>6 Reciprocity agreements are required with the country in which an ETOE is located</li> </ol> |                         |

| <i>Member country or territory<br/>(Replying entity and contact)</i>         | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>  |
|--|---|---|--|--|--|
| <b>Thailand</b><br>MC<br>Mr Chaiyan Peungkiatpairote<br>chaiyan.p@mict.go.th | No  |   | Yes, for letters, parcels and EMS  | 1 Prior notification or bilateral agreements required<br>2 IMPC codes are required by operators sending ETOE mail with Thailand Post as the destination DO<br>3 UPU documentation is used for ETOE items sent to Thailand Post, provided that the latter is remunerated under UPU terminal dues, UPU inward land rates (ILRs) or other rates otherwise agreed between the sending DO and the receiving DO<br>4 The bag label must bear the heading "ETOE" and clearly display the name of the operator sending the ETOE mail | The ETOE operator must sign a contract with Thailand Post before sending items |
| <b>Timor-Leste (Dem. Rep.)</b><br>Mr Raul Martins<br>reis_1985@yahoo.com     | No  |   | No   |  |  |
| <b>Togo</b><br>MC<br>Mr N'Dakpaze Bamaze<br>ndakpaze@artp.tg                 | No  |   | No   |  |  |
| <b>Tunisia</b><br>DO<br>monder.zrelli@poste.tn                               | No  |   | Yes, for letter post, parcels and EMS  | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed<br>3 UPU terminal dues rates apply<br>4 Bilateral agreements are required  |  |



| <i>Member country or territory<br/>(Replying entity and contact)</i>                                      | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>   |
|---|---|---|--|--|---|
| <b>Türkiye</b><br>MC<br>Mr Talat Güçlü<br>T +90 312 294 7110<br>talat.guclu@btk.gov.tr                    | No  |   | Yes, for letter post, parcels and EMS  | 1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply |   |
| <b>Turkmenistan</b><br>DO<br>Ms Tatiana Soboleva<br>T +99 312 356 706<br>tmpost@online.tm                 | No  |   | Yes, for letter post   | 1 UPU documentation is allowed<br>2 UPU terminal dues rates apply  |   |
| <b>Ukraine</b><br>DO<br>ukrposhta@ukrposhta.com   | No  |   | Yes, for letter post   | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed<br>3 UPU terminal dues rates apply   |   |
| <b>Uganda</b><br>MC<br>Mr Paul Odoi<br>paul.odoi@ict.go.ug  | No  |   | No   |  |   |
| <b>United Arab Emirates</b><br>DO<br>Obaid Mohammed Al Qatami<br>T +971 230 3777<br>obaid.alqatami@epg.ae | No  |   | Yes, for parcels and EMS   | 1 UPU documentation is allowed<br>2 Postal customs clearance procedures are allowed<br>3 Bilateral agreements are required with the ETOE operator of origin  | Commercial arrangements need to be established with the DO prior to commencement of trade |

| <i>Member country or territory<br/>(Replying entity and contact)</i>                   | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>   | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>   | <i>Other conditions</i>  |
|--|---|---|--|---|--|
| <b>United Kingdom</b><br>MC<br>Ms Linda Stephens<br>linda.stephens@beis.gov.uk         | Yes, for letter post, parcels and EMS                                       | <ol style="list-style-type: none"> <li>1 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts</li> <li>2 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs form, CN 38 delivery bill)</li> <li>3 Operators establishing an ETOE must seek approval from the appropriate British authorities. Export ETOE operators and their agents must comply with the appropriate British laws (e.g. customs and taxation regulations)</li> </ol> | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 Inbound ETOE items are considered by the British authorities as commercial items, (i.e. not transported under UPU regulations). Therefore, Great Britain's prevailing domestic tariffs and surcharges will be applied. This has been Great Britain's policy since 2003 (see IB circular 372/2004)</li> </ol> | <ol style="list-style-type: none"> <li>1 As on the outbound side, ETOE operators need to comply with British law (e.g. tax and customs) and to the domestic operational/licensing conditions</li> <li>2 Please refer to the updated information in IB circular 61 of 8 May 2017</li> </ol>   |
| <b>United States of America</b><br>MC<br>Ms Shereece Robinson<br>robinsonsa2@state.gov | Yes, for letter post, parcels and EMS                                       | UPU documentation is not allowed for outbound ETOE mail   | No   |   | <ol style="list-style-type: none"> <li>1 U.S. policy neither explicitly authorizes nor prohibits the establishment of ETOEs in the United States. ETOEs operating in the United States should, however, inform the appropriate contacts in the United States, and operate under the same terms as any other commercial operator</li> </ol> |

| <i>Member country or territory<br/>(Replying entity and contact)</i> | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i> | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>  |
|--|---|---|--|--|--|
| <b>United States of America</b><br>(cont.)                           |   |   |  |  | 2 In accordance with U.S. policy, ETOEs operating in the U.S. must not use UPU documentation to export commercial cargo from the United States. All commercial cargo shipments (including ETOE cargo shipments) must be conveyed on commercial documentation (air waybills) under commercial customs clearance procedures. United States Postal Service (USPS) equipment, such as bags, containers and other receptacles, and customs forms must not be used to export cargo from the United States. Public or private operators that have established or intend to establish ETOE operations in the United States shall so inform the U.S. Department of State and the USPS through the points of contact indicated below. The information to be provided must include the full name of the operator (including any other commercial name(s) used in the U.S.), street address, telephone, and the fax and e-mail address of the person or persons responsible for ETOE operations in the United States |
| <b>Uruguay</b><br>DO<br>smoreira@correo.com.uy                       | No  |   | Yes, for letter post and parcels   | 1 Items accepted in accordance with rates, and terms and conditions of acceptance, for domestic postal service<br>2 UPU documentation is allowed<br>3 Postal customs clearance procedures are allowed<br>4 UPU terminal dues rates apply | DO   |

| <i>Member country or territory<br/>(Replying entity and contact)</i>   | <i>Does your country allow the establishment of ETOEs on its territory?</i> | <i>If so, does your country allow the operation of ETOEs on its territory, but with conditions?</i>   | <i>Does your designated operator accept inbound items tendered by ETOEs?</i> | <i>If so, does your designated operator accept these ETOE items, but with conditions?</i>  | <i>Other conditions</i>   |
|--|---|---|--|--|---|
| <b>Uzbekistan</b><br>DO<br>pak@post.uz   | No  |   | No   |  |   |
| <b>Venezuela (Bolivarian Rep.)</b><br>DO<br>Ms Anireny Yeppez<br>T +58 416 402 8599<br>elcorreodevenezuela@gmail.com<br>dirrelacionint.ipostel@gmail.com | Yes, for letter post, parcels and EMS                                       | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed for all outbound ETOE mail</li> <li>2 UPU documentation may only be used for ETOE items sent to countries that have declared a policy agreeing to accept ETOE items under the UPU Acts</li> <li>3 UPU transport handling documentation and procedures are allowed (examples: CN 22 customs declaration, CN 38 delivery bill)</li> <li>4 Bilateral agreements are required with destination designated operators in countries that have declared a policy to apply the UPU Acts to items received</li> </ol> | Yes, for letter post and parcels   | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 UPU terminal dues rates apply</li> <li>5 Bilateral agreements are required with the ETOE operator of origin</li> <li>6 Reciprocity agreements are required with the country in which an ETOE is located</li> </ol> | <ol style="list-style-type: none"> <li>1 For commercial purposes using UPU documentation, following the policies with regulation and monitoring</li> <li>2 Shipments from other ETOEs will be accepted on the condition that the country in which an ETOE is located accepts shipments under the same conditions</li> </ol> |
| <b>Viet Nam</b><br>MC<br>Ms Hoang Bao Ngoc<br>T +84 243 822 7066<br>hbngoc@mic.gov.vn  | No  |   | Yes, for letter post, parcels and EMS  | <ol style="list-style-type: none"> <li>1 Items are accepted from ETOEs in accordance with the rates, and terms and conditions of acceptance, for domestic postal products</li> <li>2 UPU documentation is allowed</li> <li>3 Postal customs clearance procedures are allowed</li> <li>4 UPU terminal dues rates apply</li> <li>5 Bilateral agreements are required with the ETOE operator of origin</li> </ol>   | <ol style="list-style-type: none"> <li>1 For parcels: UPU inward land rates apply if not otherwise agreed</li> <li>2 For EMS items: UPU delivery rates apply if not otherwise agreed</li> </ol>   |
| <b>Zimbabwe</b><br>Mr Kennedy Dewera<br>kennedy.dewera@potraz.gov.zw   | No  |   | Yes, for letter post and parcels   | <ol style="list-style-type: none"> <li>1 UPU documentation is allowed</li> <li>2 Postal customs clearance procedures are allowed</li> <li>3 UPU terminal dues rates apply</li> </ol>   | Use of UPU documentation to facilitate terminal dues payments   |

## **Additional comments from member countries**

### **Australia**

Under Australia's ETOE policy, Australia Post will accept items originating from ETOEs (or any other commercial entity holding an international mail processing centre code) dispatched to it on UPU documentation for processing and delivery, solely by means of its direct access service and in accordance with the terms and conditions governing that service. Among other things, an agreement must be established with Australia Post for access rights, wherein the parties acknowledge the terms and conditions that apply to the service, and recognize that penalties may be imposed should items not conform. In the absence of such a direct access agreement with Australia Post, Australia reserves the right to return incompliant items originating from ETOEs and to impose on the designated operator of origin a charge not less than the costs incurred by Australia Post in the handling of these items.

Australia's ETOE policy also applies to:

- a items originating from an ETOE but routed through an office of exchange prior to reaching Australia (rerouted ETOE items); and
- b items originating from an ETOE and dispatched to Australia in receptacles also containing items subject to the UPU Acts (collectively, mixed items).

Under Australia's ETOE policy, in the absence of a direct access agreement with Australia Post:

- a in the case of rerouted ETOE items, Australia reserves the right to return all such items and to impose on the designated operator of origin a charge not less than the costs incurred by Australia Post in the handling of these items; and
- b in the case of mixed items, Australia reserves the right to return all such items and to impose on the designated operator of origin a charge not less than the costs incurred by Australia Post in the handling of these items. This is notwithstanding the fact that mixed items may also comprise some items that are subject to the UPU Acts.

### **Belgium**

#### **Point 1.3 – Applicable conditions**

In this case, a licence application is submitted to the Belgian Institute of Posts and Telecommunication (IBPT) if, and only if, deliveries of inward dispatches within the framework of the universal service are also made on Belgian territory.

ETOEes and their subcontractors must comply with the basic requirements set out in article 148bis of the Law of 21 March 1991 concerning the reform of certain public economic enterprises. These include respecting the confidentiality of correspondence, observing network security for the transport of dangerous goods, respecting the relevant legal and administrative provisions concerning working conditions and social security requirements and/or collective bargaining agreements negotiated between social partners in accordance with Community law and national legislation and, in justified cases, respecting the provisions concerning the data protection, protection of the environment and regional development. Data protection provisions may apply to personal data, the confidentiality of data transmitted or stored, as well as the protection of privacy.

Belgium's designated operator, bpost, accepts inbound items from ETOEs. UPU documentation (i.e. CN 38 delivery bill), customs procedures (i.e. CN 22 customs declaration) and the terminal dues system are applicable, subject to a reciprocity agreement between the member country of the designated operator managing or connected with the ETOE and to a prior bilateral agreement between that operator and bpost.

Without prejudice to article 14, paragraph 2.2 of the Law of 17 January 2003 relating to the status of the posts and telecommunications sector regulator authorizing the IBPT to require, subject to a reasoned request in writing, any relevant information from any concerned person, a copy of the bilateral agreement between the designated operator managing or connected with the ETOE shall be transmitted on a voluntary basis by bpost to the IBPT.

Requests to the UPU for IMPC codes shall be submitted through the IBPT.

### **Point 2.3 – Applicable conditions**

bpost accepts inbound items from ETOEs. UPU documentation (i.e. CN 38 delivery bill), customs procedures (i.e. CN 22 customs declaration) and the terminal dues system are applicable, subject to a reciprocity agreement between the member country of the designated operator managing or connected with the ETOE and to a prior bilateral agreement between that operator and bpost.

Without prejudice to article 14, paragraph 2.2 of the Law of 17 January 2003 relating to the status of the posts and telecommunications sector regulator authorizing the IBPT to require, subject to a reasoned request in writing, any relevant information from any concerned person, a copy of the bilateral agreement between the designated operator managing or connected with the ETOE shall be transmitted on a voluntary basis by bpost to the IBPT.

Requests to the UPU for IMPC codes shall be submitted through the IBPT.

## **Finland**

Permission to establish an ETOE in Finland is only given on the basis of reciprocity and non-discrimination: if Finland allows country X to establish an ETOE on its territory, that country would have to allow an ETOE run by Finland to be established on its territory in return (*if requested by Finland*).

### *1 Postage and dispatch logos*

All logos must show which postal operator runs the ETOE, as well as its name and location. This information is needed to determine who pays the terminal dues, and to deal with possible returns.

### *2 Terminal dues*

The designated operator of Finland will charge the same terminal dues it would have charged if the mail had been sent by the designated operator (public postal operator) of the country in which the ETOE is located.

Terminal dues for mail from all "old" EU countries will be determined in accordance with the REIMS Agreement, and those for mail from the "new accession" EU countries in accordance with REIMS East – where the latter exists. Otherwise, REIMS will also be used for the "new accession" countries.

### 3 Returns

The designated operator of Finland does not make ETOE dispatches. In order to serve customers (i.e. senders), mail should be returned to the country where the sender resides. The free return of mail is based on reciprocity, which in this case does not exist. Therefore, the designated operator of Finland will charge normal tariffs for returned mail.

### 4 Dispatches, format separation and dispatch lists

The traffic composition, frequency and other variables will, in all probability, differ from the “normal” traffic from the country in which the ETOE is located and from that of the designated operator operating the ETOE.

Consequently, for ETOE mail, the designated operator of Finland cannot use fixed IPKs or statistics and sampled IPKs that apply to other traffic flows. For the above reasons, it is neither feasible nor cost-effective to carry out sampling on ETOE mail to the required extent.

Therefore, mail from ETOEs to Finland has to be formatted separately, into P, G and E formats (for checking purposes).

Each dispatch should have a dispatch list for each format type, including the number and weight of the items (most ETOE mail is from medium-sized and large customers, and is computer-generated and mainly from mailing houses).

### 5 Items posted abroad, i.e. ABA and ABC mail

Mail items from ETOEs to Finland have to originate from a sender in the country where the ETOE is located. If that is not the case, the designated operator will in all cases charge for ABA and ABC mail the terminal dues set out in corresponding article of the UPU Convention (this also concerns mail from all EU countries).

### 6 Quality of service link

Once a technical solution has been found for QS monitoring of ETOE mail, the designated operator of Finland requires that ETOE mail be part of the QS Link system.

ETOE mail from all EU countries has to fulfil the EU Postal Directive and the European Commission decision on third-party access. Therefore, ETOEs located in the European Union have to take part in the prevailing EU measurement scheme, which is currently UNEX (run by IPC).

For letters:

- Inbound:
  - All dispatches, regardless of size, must be format-separated P, G and E.
  - The number of items and total weights for each format must be communicated separately for each format and for each dispatch.
  - The billing will be monthly.
  - The owner of the ETOE has to guarantee the bills, otherwise the ETOE has to send a deposit or a bank guarantee.
  - Each item must be clearly marked so that the sending ETOE can be detected (for liability and other legal reasons, also for customer service reasons).

- Returns are not free of charge, we do not make dispatches to ETOEs. There would have to be special arrangements.
  - No transit mail is accepted from ETOEs. It is not for us to check the ETOE policy of all possible final destinations.
  - The remail provisions in the UPU Acts apply (i.e. the sender of the mail shall reside in the country where the ETOE is situated. The sender cannot reside in any other country).
  - Terminal dues will be the same as those that would be paid by the DO of the country where the ETOE is situated.
- Outbound:
- The ETOEs need a permit from our ministry.
  - Each item from an ETOE in Finland has to be marked so the ETOE can be detected.
  - Returns to Itella for mail sent from Finland by an ETOE are not accepted free of charge, i.e. TD exempt.
  - Each return also must be marked to show which DO/ETOE is returning the mail.

For parcels and EMS:

These are not the same questions as they are always “individually” registered in the dispatches. For such items the markings also must show from which ETOE they originate. Further returns of items originating from ETOEs are not accepted free of charge. No transit mail is accepted from ETOEs. The remuneration and other rules are the same as if the items were sent by the DO in the country where the ETOE is situated.

## Italy

“The establishing of postal businesses on Italian territory is subject to compliance with the relevant national legislation and regulations. At the request of the interested party, the Ministry of Communications grants the appropriate authorization and/or licence.

“Poste Italiane SpA will treat items it receives from ETOEs established inside or outside Italian territory in accordance with the terms, rates and conditions of acceptance applied to domestic postal products. In this respect, in compliance with the applicable Italian regulations, Poste Italiane SpA will enter into commercial agreements with ETOEs under non-discriminatory and transparent conditions.

“From 1 January 2006, items received from an ETOE that do not comply with the Italian regulations, and/or in the absence of an agreement with Poste Italiane SpA, will be returned to the ETOE. Poste Italiane SpA will be entitled to claim reimbursement of the redirection costs.”