

BOTSWANAPOST POSTAL SERVICES CHARTER

1 PREAMBLE

The Botswana Postal Services Limited t/a BotswanaPost (hereinafter referred to as 'the Post') exists as a body corporate registered under the Company's Act of 2007 and licensed under the Communications Regulatory Authority (CRA) Act of 2012 to deliver postal services in Botswana.

The Post is committed to ensuring transparency in how it provides quality postal services to the communities that it serves in a secure and financially self-sustaining manner.

The Post commits itself through this Postal Service Charter to provide postal services that meet the needs of their consumers in Botswana. These obligations are set out in section 68 (1) of the CRA and are deemed Universal Postal Services.

2 UNIVERSAL POSTAL SERVICE

Universal Postal Services are defined as:

- 2.1 Conveyance of domestic and cross border items of correspondence or up to a weight of 100 grams and postal packages to be delivered through a P. O. Box;
- 2.2 The conveyance of domestic and cross border postal packages up to a weight of 20 kilograms;
- 2.3 The provision of postal money orders in accordance with UPU Acts;
- 2.4 The provision of special services such as registered postal items and insured postal items;
- 2.5 The provision of P. O. Box in communities, where feasible;
- 2.6 The handling of cecogrammes with maximum weight of 7kilogrames free of charge;
- 2.7 The issuing of stamps bearing the word "Botswana" or imprinted with an effigy of the Head of State of Botswana;
- 2.8 The mail exchange with an average frequency of 5 times a week, or every working day not being a public holiday;
- 2.9 The placing of street letter boxes for mail collection; and
- 2.10 The delivery of judicial documents.

3 BOTSWANAPOST POSTAL SERVICE CHARTER

- 3.1 The Post will deliver to every address in Botswana;
- 3.2 The Post will deliver letter, registered and parcel mail within a period of 1 to 6 days between areas, depending on their proximity to one another.

4 THE CUSTOMER SERVICE PLEDGE

The Post further commits itself to the following service commitments (otherwise detailed as our customer service pledge):

4.1 AFFORDABLE RATES

The Post will charge uniform postage rates for letters of similar size and weight so that letters to Botswana addresses will require the same postage, regardless of the distance to reach the recipient.

The Post will charge postage rates that are fair and reasonable and, together with other revenues, are sufficient to cover the costs incurred in its operations. The Post will provide advance notice of and publicly advertise proposed pricing charges for regulated letter mail products and consult with consumers during the rate-setting process.

4.2 FREQUENT AND RELIABLE DELIVERY

The post will deliver letters, parcels and publications within a period of 1 to 6 days between areas, depending on their proximity to one another.

4.3 CONVENIENT ACCESS TO POSTAL SERVICES

- 4.3.1 The Post provides an extensive retail network for accessing postal services that include retail postal outlets and postal agencies.
- 4.3.2 The Post also provides access to information and customer service through its website, social media platform and call center.
- 4.3.3 The Post provides retail postal outlets including corporate post offices and private dealer operated outlets which are conveniently located and operated, with a population density of 15, 000 people.

4.4 SECURE DELIVERY

The Post takes into consideration the security and privacy of mail in every aspect of mail collection, transmission and delivery in line with international postal standards.

4.5 RESPONDING TO COMPLAINTS

The Post has a customer enquiry and complaints handling process that is readily and easily accessible to customers. This process addresses complaints in a fair, respectful and timely manner.

4.6 REPORTING ON PERFORMANCE

- 4.6.1 Each year in its Annual Report, the Post will report on its performance against each of its expectations in this BotswanaPost Postal Services Charter.
- 4.6.2 In addition, the Post will present in its Annual Report an overview of the delivery methods it uses, indicating the number of addresses served with each delivery method and the financial costs associated with each method of delivery.

5 REVIEWING THE CHARTER

The Regulator will routinely review the BotswanaPost Postal Service Charter after its adoption to assess the need to adapt the Charter to changing requirements.