

FACT SHEET

FREQUENTLY ASKED QUESTIONS

PRC FILING TO CHANGE SERVICE STANDARDS

On Monday, Dec. 5, the Postal Service will transmit to the Postal Regulatory Commission (PRC) a request for an advisory opinion regarding service standards associated with a significant rationalization of its mail processing network. Shortly thereafter, the Postal Service will publish a notice in the Federal Register soliciting public comment on the proposed service standard changes.

On Sep. 15, 2011, the Postal Service announced it would begin studying 252 mail processing facilities for possible closure. At that time, the Postal Service announced that it was considering changing service standards and an Advance Notice of Proposed Rulemaking was being filed with the Federal Register that day.

What is a service standard?

A service standard is a stated goal for service achievement for a mail class. It represents the number of days it takes to deliver mail between specific 3-digit ZIP Codes within the United States and its territories. Service standards are based on, among other things, origin and destination locations and the particular mail product within the U.S. postal system.

What are the service standards today within the 48 contiguous states?

Priority Mail:	1–3 days
First-Class Mail:	1–3 days
Periodicals:	1–9 days
Package Services:	1–8 days
Standard Mail:	2–10 days

What is the proposed change to service standards within the 48 contiguous states?

Priority Mail:	1–3 days
First-Class Mail:	2–3 days*
Periodicals:	2–9 days*
Package Services:	1–8 days
Standard Mail:	2–10 days

* Overnight service to the local service area could be possible based on mail entry times

Non-contiguous U.S. locations will also be realigned to align the service standards with the capability of the networks.

Would Express Mail service change?

Express Mail will continue to provide overnight service.

Would Priority Mail service change?

Priority Mail will continue to be a 1-3 day product.

What does this change mean to the average customer?

Customers will likely no longer receive mail the day after it is mailed. In all likelihood, this change is expected to have minimal impact on the average postal customer.

What is a Notice of Proposed Rulemaking and why was it used?

A Notice of Proposed Rulemaking is published in the Federal Register and is a formal effort to provide to the public with notice of proposed changes to the service standard day ranges and

business rules that will be utilized for determining delivery expectations for market dominant products, as well as to solicit input from the public prior to a final rule publication. The Notice is used to gather information which can be factored into the final rule for changes in service standards.

What is the role of the Postal Regulatory Commission (PRC) in this matter?

If a change in the nature of service is at least substantially nationwide in scope, the Postal Service must request a nonbinding advisory opinion from the PRC a reasonable amount of time before implementing the change.

What is the timeline for moving forward with this service standard change?

The PRC's rules require the Postal Service to wait at least 90 days after filing its advisory opinion request before implementing the service change. The Postal Service is anticipating moving forward with this initiative in early 2012.