

## FREQUENTLY ASKED QUESTIONS

### SERVICE STANDARDS

In recent years, the Postal Service has undertaken a number of initiatives to reduce costs and otherwise address its present financial challenges. As part of those efforts, the Postal Service is exploring whether it would be advisable to reduce costs by modifying certain service standards in a way that enables a substantial consolidation of the Postal Service's mail processing and transportation networks, thereby allowing the Postal Service to continue to meet the needs of mail senders and recipients.

#### **What is a service standard?**

The Postal Service is proposing to modify existing service standards for First-Class Mail and Periodicals. The principal impact of the proposal, if adopted, would be to eliminate the expectation of overnight service.

#### **What are the service standards now?**

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

#### **What could the service standards be changed to?**

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

#### **Would Express Mail service change?**

Express Mail will continue to provide overnight service between many locations.

#### **Would Priority Mail service change?**

Priority Mail will continue as is.

#### **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 will go relatively unnoticed by the average customer.

#### **What is an Advance Notice of Proposed Rulemaking?**

This is a notice published in the *Federal Register* that solicits public feedback at a more conceptual level, before the Postal Service seeks specific changes to its regulations pertaining to mailing services classes.

**Why is the Postal Service opting to file an Advanced Notice of Proposed Rulemaking?**

It is a more formal effort to solicit input from the public at an early stage of the process so that customer considerations can be factored into proposals for changes in service standards.

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

The PRC's role is to issue a nonbinding advisory opinion. The Postal Service is obliged to request that opinion within a reasonable amount of time before implementing any nationwide service changes.

**When will the Postal Service file the official proposal with the PRC?**

At this time, we anticipate presenting a request for a nationwide service change to the Postal Regulatory Commission by late October of this year.