

法規名稱：MEMORANDUM OF UNDERSTANDING FOR THE EXCHANGE OF INTERNATIONAL AIRMAIL BETWEEN THE DIRECTORATE GENERAL OF PEI AND AUSTRALIAN POSTAL CORPORATION IN MELBOURNE (AD.1995.07.12)

簽訂日期：民國 84 年 07 月 12 日

生效日期：民國 84 年 07 月 12 日

This Memorandum of Understanding (MOU) records the understandings and arrangements agreed between the postal administrations of Australia and Taiwan in relation to the quality of service of international airmail exchanged.

1.COMMENCEMENT

This MOU commences on the date it is signed by both parties.

2.TERM

Unless terminated or varied as provided hereunder, this MOU will remain in effect indefinitely.

3.TERMINATION

This MOU may be terminated by either party giving 6 months written notice to the other.

4.REVIEW

The details of this MOU will be periodically reviewed, but not more frequently than once each six months.

5.DEFINITIONS

"the parties" refers to the postal administrations which are signatories to this MOU; "airmail" includes all categories of international airmail (LC/AO and CP), but excludes EMS and SAL items,

"service standard" represents the elapsed time between posting and delivery or between identified links in an overall mail path, which the parties agree as achievable and necessary to meet customer needs;

"service performance" represents the level of performance achieved when assessed against a service standard;

"service performance target" represents the level of service performance, expressed in percentage terms, the parties agree should be achieved;

"J" represents the day of posting, with J+1 indicating the day after posting, J+2 the second day after posting and so on;
"critical entry time (GET)" represents the time on a given day by which aircraft should land at the destination country gateway airport for onboard mail to be processed for delivery to the service standards detailed in this MOU.

6.CRITICAL ENTRY TIMES (GET)

6.1 The service standards detailed in paragraph 7 apply for air-mail on nights landing at the airport of offload in Australia on Monday to Friday by 11.00 am and on Sunday by 10.00 am . Flights landing on Saturday will be subject to the CET for Sunday.

6.2 The Service standards detailed in paragraph 7 apply for air-mail on flights landing at the airport(s) of offload in Taiwan on Monday to Friday by 03:00 am (LCIAO), 18:00(CP).

7.SERVICE STANDARDS

7.1 Australia to Taiwan

7.1.1 The service standards to apply are:

- (a) for airmail posted in the metropolitan area of the exit gateway city and near country areas-
to be despatched on the first suitable flight by J+1 and
to be delivered generally throughout Taiwan on J+3-4 (LC/AO) and j+4-5 (CP).
- (b) for airmail posted in other (remote) areas feeding into the exit gateway city-
to be despatched on the first suitable flight by J+2 and
to be delivered generally throughout Taiwan on J+4-5 (LC/AO) and J+5-6 (CP).

7.1.2 Exceptions

- (a) Airmail items which, following screening, are subject to customs assessment will require one additional workday to effect delivery.
- (b) The above service standards will not apply to items subject to Formal Entry procedures or which otherwise require the attendance of addressees or their agent at a cu-

stoms clearance point to effect clearance.

- (c) Airmail on flights landing at the airports of offload in both countries after the above CET's, will require one additional workday to effect delivery.

7.2 Taiwan to Australia

- 7.2.1 The service standard for airmail posted in Taiwan is for despatch on the first suitable flight by J+1 and for delivery in the metropolitan and near country areas of the Australian destination port of offload by J+3. Airmail for other (remote) areas will be delivered on J+4-

7.2.2 Exceptions

The exceptions detailed in paragraph 7.1.2. apply.

- 7.3 The service standards detailed in paragraphs 7.1 and 7.2 are tabulated at Schedule 2.

8. SERVICE PERFORMANCE TARGETS

Recognising the service standards detailed in paragraph 7, and taking into account customer needs and expectations, the parties agree that the level of service performance as measured against service standards should be 95% within service standards, and that 100% of items should be despatched or delivered (as the case may be) by no more than one day later than provided for by service standards.

9. SERVICE PERFORMANCE MONITORING

- 9.1 Initially, measurement systems currently in use in Australia to measure the level of service performance for airmail exchanged between Australia and Taiwan will be utilised.
- 9.2 The parties agree to act unilaterally or co-operate to enhance service performance monitoring systems with a view to progressively improving service performance information and quality control.
- 9.3 The parties agree to exchange service performance results on a quarterly basis.
- 9.4 Where results indicate performance to be consistently below target, the parties agree to institute appropriate corrective actions.

10.CUSTOMS

10.1 Airmail arriving in Australia from Taiwan on aircraft landing at the port of offload on Monday to Friday before 11:00 am, and on Sunday before 10.00 am will be presented to customs for clearance and processed the same day. Airmail arriving on Saturday will be presented to customs on Sunday.

10.2 Airmail arriving in Taiwan from Australia on aircraft landing at the port of offload on Monday to Friday before 03:00 (LCIAO) 18:00 (CP) will be presented to customs for clearance and processed the same day. No Customs clearance and processing is performed on Sundays and public holidays. (refer paragraph 6.2).

11.SUPPORTING ARRANGEMENTS

Detailed arrangements for facilitating the effect of this MOU are at Schedule I.

This Memorandum of Understanding is signed in duplicate in Melbourne, Australia on 5 July 1995, and Taipei, Taiwan on Jul. 12, 1995.

[Signed]

S.C. TSENG, ACTING DIRECTOR
INTERNATIONAL DEPARTMENT
DIRECTORATE GENERAL OF POSTS
TAIPEI, TAIWAN

[Signed]

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