



CANADIAN POSTAL SERVICE CHARTER

Delivering Service for Canadians



The Government of Canada has introduced the **Canadian Postal Service Charter**, expecting that Canada Post will:

- Provide postal services you can count on
- Maintain rural service
- Protect your mail



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Universal service

Offering services that let you send and receive mail from all across Canada – and to and from anywhere in the world.

Affordable rates

Charging fair prices and consulting the public before setting new rates.

Frequent and reliable delivery

Delivering letters, parcels and other mail five days a week (except for legal holidays) to every Canadian address, including rural addresses, except in remote areas where access is limited.

Convenient access to postal services

Providing you with easy access to its services through a large network of retail postal outlets, stamp shops and street letterboxes, in both rural and urban settings.

Secure delivery

Protecting your mail at all times during its collection, transport and delivery.

Community outreach and consultation

Informing customers and communities at least one month before making any changes to their local delivery or deciding to close or move their corporate post office.

Responding to complaints

Ensuring that it is easy for you to report complaints, and responding in a fair and timely manner.

Reporting on performance

Each year, Canada Post's Annual Report will describe how it met Service Charter expectations.

Reviewing the Charter

The Government will review the *Canadian Postal Service Charter* every five years.

You may request the full text of the *Canadian Postal Service Charter*, including service standards, or view it online at www.tc.gc.ca/cpservicecharter.