

Standard Operating Procedure:	Documents in relation to regulation 5 attached Yes /No	Initials
Track and trace system		
Standard delivery times		
Delivery Rates		
Customer complaints procedure		

3.1 Does the applicant intend to have a franchise or agents in the postal services sector (Y/N)?

3.1.1. If yes to the above, provide information as set out below:

3.1.1.1. Number of Franchisees and/or Agents per province.

Province	Number of franchises	Number of agents