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Sweden's Posten Worldwide Leader in Overnight Delivery of Domestic First-Class Mail

Posten, Sweden's Postal Service, reported today that it has achieved peerless scores for national overnight delivery. According to an independent assessment of national postal operators, Posten attained an on-time delivery performance score for First-Class mail of 96.2 percent. Posten also received high marks for domestic parcel delivery. In 2002, on-time delivery for DPD Företagspaket 16.00 business parcels was 97 percent.

"I'm delighted that we can offer our customers this exceptional level of quality. Geography and the dispersed population make on-time delivery a particular challenge in Sweden," says Börge Österholm, President and CEO of Posten.

Posten has commissioned IBM Business Consulting Services to continuously measure service performance for First-Class mail. Similar measurements of delivery performance are made by Postal operators around the globe: UK (91.7 percent), Denmark (93.6 percent) and Finland (95 percent).

Delivery performance has steadily improved over the past eight years, and the 2002 score of 96.2 percent outstripped the lofty target of 96 percent. And although Posten leads the world in overnight delivery, there is still room for improvement.

High marks for domestic parcel delivery

With a 2002 delivery score of 97 percent, DPD Företagspaket 16.00 too achieved high marks. DPD Företagspaket delivery performance is measured using Posten's internal measurement system. Posten's ability to universally track these parcels enables it to compile relevant data. Approximately 28 million parcels were sent by businesses in 2002, making DPD Företagspaket 16.00 Posten's most popular parcel solution. Measurements comparing Posten and its competitors have not been conducted in previous years.

For further information, contact:

Posten's Press Office, Tel: +46 (0)8-23 10 10, press@posten.se

Posten connects people and organizations around the world by providing conventional and electronic postal communications - promptly, reliably and cost-effectively. Posten drives value creation by combining conventional postal services with convenient electronic *solutions* and integrating services into customers' businesses. Simply put, we are experts at everything between "From and To." Our core market comprises the Nordic and Baltic regions. With over 3,000 service outlets, we provide daily service to 4.1 million households and 500,000 businesses. Every day we handle close to 20 million pieces of mail. With sales of approximately SKr24.5 billion and roughly 40,000 employees, the group is one of the largest in Sweden. The group's parent, Posten AB (publ), is wholly owned by the Swedish state. For more information, please visit our Web site at www.posten.se