# International Services

## International Courier Service

<table>
<thead>
<tr>
<th>Category</th>
<th>International Fast Post (EMS)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td>• Worldwide document and merchandise courier service to over 100 destinations¹</td>
</tr>
<tr>
<td></td>
<td>• Ideal where speed is vital or items are of high importance</td>
</tr>
<tr>
<td></td>
<td>• Customs clearance</td>
</tr>
<tr>
<td></td>
<td>• Delivery to door</td>
</tr>
<tr>
<td><strong>Delivery target</strong></td>
<td>1 – 5 working days²</td>
</tr>
<tr>
<td>PO Box delivery</td>
<td>No</td>
</tr>
<tr>
<td>Online tracking</td>
<td>Yes</td>
</tr>
<tr>
<td>Signature on delivery</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Size restrictions</strong></td>
<td>Maximum length + girth = 2m</td>
</tr>
<tr>
<td></td>
<td>Maximum length of any side = 1.05m</td>
</tr>
<tr>
<td><strong>Weight restrictions</strong></td>
<td>Minimum¹ – 500g, Maximum – 20kg</td>
</tr>
<tr>
<td><strong>Charging by weight</strong></td>
<td>Charged by actual weight</td>
</tr>
<tr>
<td>Lodgement options</td>
<td>• Nuku'alofa General Post Office</td>
</tr>
<tr>
<td></td>
<td>• Pick up available for Tonga Post Account customers</td>
</tr>
<tr>
<td>Compensation cover</td>
<td>Standard cover for loss or damage up to TOP$15</td>
</tr>
</tbody>
</table>

## International Postal Service

<table>
<thead>
<tr>
<th>Category</th>
<th>International Airmail</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td>• Worldwide letter and parcel service to over 100 destinations¹</td>
</tr>
<tr>
<td></td>
<td>• Prompt delivery</td>
</tr>
<tr>
<td><strong>Delivery target</strong></td>
<td>3 – 10 working days²</td>
</tr>
<tr>
<td>PO Box delivery</td>
<td>Yes</td>
</tr>
<tr>
<td>Online tracking</td>
<td>No</td>
</tr>
<tr>
<td>Signature on delivery</td>
<td>No</td>
</tr>
<tr>
<td><strong>Size restrictions</strong></td>
<td>Maximum length + girth = 2m</td>
</tr>
<tr>
<td></td>
<td>Maximum length of any side = 1.05m</td>
</tr>
<tr>
<td><strong>Weight restrictions</strong></td>
<td>Minimum¹ – 200g, Maximum – 20kg</td>
</tr>
<tr>
<td><strong>Charging by weight</strong></td>
<td>Charged by actual weight</td>
</tr>
<tr>
<td>Lodgement options</td>
<td>• Nuku'alofa General Post Office</td>
</tr>
<tr>
<td></td>
<td>• Pick up available for Tonga Post Account customers</td>
</tr>
<tr>
<td>Compensation cover</td>
<td>Standard cover for loss or damage up to TOP$15</td>
</tr>
</tbody>
</table>

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1 For the latest destination list please call 21700 or visit your nearest Post Office.
2 You can expect that items will usually arrive at their destination within the timeframe specified for each service. Because we do not directly control all parts of the delivery chain, we cannot guarantee that your item will always reach its destination within the delivery target. Delivery to areas outside major cities, or where your item is dutiable or held in Customs, may take longer.
3 These restrictions refer to the minimum chargeable weights.
4 Maximum size restrictions: Parcels 2kg or less: maximum length + width + thickness = 900mm; maximum length of any side = 600mm. Roll or tube: maximum length + (diameter x2) = 1040mm; maximum length of any side 900mm.
5 Appropriate Customs declaration documents apply to and accompany the relevant items.
**Postage Guide**

**Document and letter required postage**
Flat rates are offered for international courier document services.

<table>
<thead>
<tr>
<th>Item Weight</th>
<th>500g minimum chargeable weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiji [Zone A]</td>
<td>$50.00</td>
</tr>
<tr>
<td>NZ &amp; South Pacific [Zone B]</td>
<td>$53.00</td>
</tr>
<tr>
<td>Australia &amp; Asia [Zone C]</td>
<td>$71.00</td>
</tr>
<tr>
<td>North America, UK &amp; Europe [Zone D]</td>
<td>$83.00</td>
</tr>
<tr>
<td>Rest of the World [Zone E]</td>
<td>$89.00</td>
</tr>
</tbody>
</table>

**International Fast Post (EMS) documents**

<table>
<thead>
<tr>
<th>Item Weight</th>
<th>(height x length x thickness)</th>
<th>Maximum weight</th>
<th>New Zealand &amp; South Pacific</th>
<th>Rest of the World</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postcards &amp; Aerogrammes</td>
<td>130mm x 235mm</td>
<td>10g</td>
<td>$2.25</td>
<td>$2.25</td>
</tr>
<tr>
<td>Medium &amp; Large</td>
<td>Up to 260mm x 385mm x 10mm</td>
<td>1g - 20g</td>
<td>$2.70</td>
<td>$5.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>21g - 50g</td>
<td>$4.20</td>
<td>$6.50</td>
</tr>
<tr>
<td></td>
<td></td>
<td>51g - 100g</td>
<td>$6.70</td>
<td>$9.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>101g - 150g</td>
<td>$9.20</td>
<td>$11.50</td>
</tr>
<tr>
<td></td>
<td></td>
<td>151g - 200g</td>
<td>$11.70</td>
<td>$14.00</td>
</tr>
</tbody>
</table>

**International Air Registered Postage**

<table>
<thead>
<tr>
<th>Item Weight</th>
<th>(height x length x thickness)</th>
<th>Maximum weight</th>
<th>All zones</th>
<th>Rest of the World</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medium &amp; Large</td>
<td>Up to 260mm x 385mm x 10mm</td>
<td>200g</td>
<td>All zones</td>
<td>$20.00</td>
</tr>
</tbody>
</table>

1 Over 500g, the rates for merchandise and documents are the same. Refer to the parcel postage charts. The definition of a document is determined by the Customs authority in the destination country and can vary. If in doubt, please include an Export Invoice.

2 For the latest destination list please call 21700 or visit your nearest Post Office.
Postage Guide

Merchandise (parcel) required postage

<table>
<thead>
<tr>
<th>Sending service</th>
<th>International Fast Post (EMS)</th>
<th>International Air</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum chargeable weight</td>
<td>500 grams</td>
<td>200 grams</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item weight</th>
<th>All weights</th>
<th>up to 2kg</th>
<th>2kg+</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>per item</td>
<td>per kg</td>
<td>per item</td>
</tr>
<tr>
<td>Fiji [Zone A]</td>
<td>$ 46.50</td>
<td>$ 31.00</td>
<td>$ 14.74</td>
</tr>
<tr>
<td>NZ &amp; South Pacific [Zone B]</td>
<td>$ 51.75</td>
<td>$ 34.50</td>
<td>$ 15.58</td>
</tr>
<tr>
<td>Australia &amp; Asia [Zone C]</td>
<td>$ 64.69</td>
<td>$ 43.13</td>
<td>$ 31.06</td>
</tr>
<tr>
<td>North America, UK &amp; Europe [Zone D]</td>
<td>$ 69.00</td>
<td>$ 46.00</td>
<td>$ 41.14</td>
</tr>
<tr>
<td>Rest of the World [Zone E]</td>
<td>$ 86.25</td>
<td>$ 57.50</td>
<td>$ 44.02</td>
</tr>
</tbody>
</table>

Calculate the price to send your parcel\(^1\)

\(^1\) Chargeable weight and volume are subject to confirmation by Tonga Post. Please note that International Fast Post (EMS) items will be charged by actual weight. Over 500g, the rates for merchandise and documents are the same.

Multiply the weight of your item in kilograms, rounded up to the nearest 10 grams, by the per kg rate of the sending service you wish to use. Then add the sending service per item rate. For example, the cost to send a 0.50kg item to Fiji by International Air is $14.74 + (0.50kg x $26.21) = $28.11.
Domestic Service

Document and letter required postage
Flat rates are offered for domestic services¹.

<table>
<thead>
<tr>
<th>Domestic Fast Post (EMS) documents</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Size</td>
<td>Maximum weight</td>
</tr>
<tr>
<td>Medium (height x length x thickness)</td>
<td>500g</td>
</tr>
<tr>
<td>Medium 260mm x 385mm x 10mm</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Domestic Air &amp; Sea letters</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Size</td>
<td>Maximum weight</td>
</tr>
<tr>
<td>Postcards (height x length x thickness)</td>
<td>10g</td>
</tr>
<tr>
<td>Postcards 130mm x 235mm</td>
<td></td>
</tr>
<tr>
<td>Medium &amp; Large (height x length x thickness)</td>
<td>500g</td>
</tr>
<tr>
<td>Medium &amp; Large 260mm x 385mm x 10mm</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Domestic Air Registered Postage</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Size</td>
<td>Maximum weight</td>
</tr>
<tr>
<td>Medium &amp; Large (height x length x thickness)</td>
<td>500g</td>
</tr>
<tr>
<td>Medium &amp; Large 260mm x 385mm x 10mm</td>
<td></td>
</tr>
</tbody>
</table>

Merchandise (parcel) required postage

<table>
<thead>
<tr>
<th>Sending service</th>
<th>Fast Post</th>
<th>Domestic Air</th>
<th>Domestic Sea</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum chargeable weight</td>
<td>500 grams</td>
<td>500 grams</td>
<td>500 grams</td>
</tr>
<tr>
<td>Item weight</td>
<td>All weights</td>
<td>up to 2kg</td>
<td>2kg+</td>
</tr>
<tr>
<td></td>
<td>per item</td>
<td>per kg</td>
<td>per item</td>
</tr>
<tr>
<td>Eua</td>
<td>$4.50</td>
<td>$1.50</td>
<td>$1.80</td>
</tr>
<tr>
<td>Haapai</td>
<td>$9.00</td>
<td>$3.00</td>
<td>$3.60</td>
</tr>
<tr>
<td>Vavau</td>
<td>$13.50</td>
<td>$4.50</td>
<td>$5.40</td>
</tr>
<tr>
<td>Niua</td>
<td>$27.00</td>
<td>$9.00</td>
<td>$12.60</td>
</tr>
</tbody>
</table>

¹ Over 500g, the rates for merchandise and documents are the same. Refer to the parcel postage charts.
² All Zones refers to all island groups of Tonga; Niua, Vavau, Haapai, Eua, Tongatapu.
³ The universal service obligation flat letter rate for the entire country.
Other Fees

Domestic Service

1. Literature for the blind: Free to all destinations, max 7kgs
2. Post Office Box Service:
   - Individuals: eBox Home $105, POBox Collect $95
   - Business: eBox Delivery $200, POBox Collect $190
3. Storage Charge: $5 per day after 10 working days of notification
4. General mail delivery:
   - Within Central Business District: $5 per delivery;
   - Outside Central Business District: $30 delivery 3 times a week.

5. Local Courier¹

<table>
<thead>
<tr>
<th>Tongatapu</th>
<th>Zone 1 Urban Nukualofa</th>
<th>Zone 2 Rural</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same Day delivery</td>
<td>$6.50</td>
<td>$10.50</td>
</tr>
<tr>
<td>Next Day delivery</td>
<td>$3.50</td>
<td>$5.50</td>
</tr>
</tbody>
</table>

6. Compensation

Sending Within Tonga

<table>
<thead>
<tr>
<th></th>
<th>Standard compensation limit (incl. CT)</th>
<th>Additional cover available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letters, postcards &amp; packets</td>
<td>$</td>
<td>NIL</td>
</tr>
<tr>
<td>Registered Post</td>
<td>$4.00</td>
<td>No</td>
</tr>
<tr>
<td>Standard parcel</td>
<td>$5.00</td>
<td>No</td>
</tr>
<tr>
<td>Fast Post²</td>
<td>$7.00</td>
<td>No</td>
</tr>
</tbody>
</table>

International Service

1. Literature for the blind: 50 seniti for every 50g to all destinations, max 7kgs
2. Advice of delivery: $1.50

3. Compensation

Sending Internationally

<table>
<thead>
<tr>
<th></th>
<th>Standard compensation limit (incl. CT)</th>
<th>Additional cover available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letters, postcards &amp; packets</td>
<td>$</td>
<td>NIL</td>
</tr>
<tr>
<td>International Air Registered</td>
<td>$7.00</td>
<td>No</td>
</tr>
<tr>
<td>International Air parcels</td>
<td>$10.00</td>
<td>No</td>
</tr>
<tr>
<td>International Courier</td>
<td>$15.00</td>
<td>No</td>
</tr>
</tbody>
</table>

¹ Local Courier rates apply to items not weighing more than 2kg. Items above 2kg but less than 10kg cost $5.50 extra for each.
² Please check with the Post Office for service availability
### World Zones

**Fiji**  
*Zone A*  
- Fiji

**New Zealand & South Pacific**  
*Zone B*  
- American Samoa  
- Cocos Islands  
- Cook Islands  
- Fiji  
- French Polynesia  
- Kiribati  
- Nauru  
- New Caledonia  
- New Zealand  
- Niue  
- Norfolk Island  
- Samoa  
- Solomon Islands  
- Tokelau  
- Tuvalu  
- Vanuatu  
- Wallis & Futuna

**Australia & Asia**  
*Zone C*  
- Australia  
- Brunei Darussalam  
- Cambodia  
- China – Peoples Republic of  
- Guam  
- Hong Kong  
- Indonesia  
- Japan  
- Korea — Democratic Peoples Republic of  
- Korea — Republic of (North)  
- Lao Peoples Democratic Republic  
- Pakistan  
- Papua New Guinea  
- Philippines  
- Singapore  
- Taiwan  
- Thailand  
- Timor Leste  
- Vietnam  
- Wake Island

**North America, UK & Europe**  
*Zone D*  
- Alderney  
- Andorra  
- Austria  
- Belgium  
- Bosnia & Herzegovina  
- Bulgaria  
- Canada  
- Croatia  
- Cyprus  
- Czech Republic  
- Denmark  
- Estonia  
- Faroe Islands  
- Finland  
- France  
- Germany  
- Gibraltar  
- Greece  
- Guernsey  
- Holy See (Vatican City State)  
- Hungary

===

**Rest of the World**  
*Zone E*  
- Afghanistan  
- Albania  
- Algeria  
- Angola  
- Antigua & Barbuda  
- Armenia  
- Aruba  
- Azerbaijan  
- Azores  
- Bahamas  
- Bahrain  
- Bangladesh  
- Barbados  
- Belarus  
- Belize  
- Benin  
- Bermuda  
- Bhutan  
- Bolivia  
- Botswana  
- Brazil  
- British Indian Ocean Territory  
- Burkina Faso  
- Burundi  
- Cameroon  
- Cape Verde  
- Cayman Islands  
- Central African Republic  
- Chad  
- Chile  
- Christmas Island  
- Colombia  
- Comoros  
- Congo, Democratic Republic (formerly Zaire)  
- Costa Rica  
- Côte d’Ivoire  
- Cuba  
- Djibouti  
- Dominica  
- Dominican Republic  
- Ecuador  
- Egypt  
- El Salvador  
- Equatorial Guinea  
- Eritrea  
- Ethiopia  
- Falkland Islands  
- French Guiana  
- French Southern Territories  
- Gabon  
- Gambia  
- Georgia  
- Ghana  
- Greenland  
- Grenada  
- Guatemala  
- Guinea  
- Guinea Bissau  
- Guyana  
- Haiti  
- Honduras  
- India  
- Iran  
- Iraq  
- Israel  
- Jamaica  
- Jordan  
- Kazakhstan  
- Kenya  
- Kuwait  
- Kyrgyzstan  
- Lebanon  
- Lesotho  
- Liberia  
- Libya  
- Madagascar  
- Malawi  
- Maldives  
- Mali  
- Martinique  
- Mauritania  
- Mauritius  
- Mayotte  
- Mexico  
- Moldova  
- Mongolia  
- Montserrat  
- Morocco  
- Mozambique  
- Namibia  
- Nepal  
- Netherlands Antilles  
- Nicaragua  
- Niger  
- Nigeria  
- Oman  
- Pakistan  
- Palau  
- Palestine Territory, Occupied  
- Panama  
- Paraguay  
- Peru  
- Pitcairn Island  
- Puerto Rico  
- Qatar  
- Reunion  
- Russia Federation  
- Rwanda  
- Saint Barthelemy  
- Saint Eustatius  
- Saint Helena  
- Saint Kitts-Nevis  
- Saint Lucia  
- Saint Maarten  
- Saint Pierre & Miquelon  
- Saint Vincent & Grenadines  
- Sao Tome & Principe  
- Saudi Arabia  
- Senegal  
- Seychelles  
- Sierra Leone  
- Somalia  
- South Africa  
- South Georgia  
- Sri Lanka  
- Sudan  
- Suriname  
- Swaziland  
- Syrian Arab Republic  
- Tajikistan  
- Tanzania  
- Togo  
- Trinidad & Tobago  
- Tunisia  
- Turkey  
- Turks & Caicos Islands  
- Turkmenistan  
- Uganda  
- Ukraine  
- United Arab Emirates  
- Uruguay  
- Uzbekistan  
- Venezuela  
- Virgin Islands (British)  
- Virgin Islands (USA)  
- Yemen  
- Zambia  
- Zimbabwe  
- Federated States of Micronesia