

Appendix C. National Regulatory Authority Information (EU Member Information)

Sources: Adapted From Main Developments in the Postal Sector (2006-2008) Country Sheet - ECORYS Nederland BV

Country	Regulator	Mail market characteristics	Universal service and its financing	Reserved Area	Licensing and network access	Tariff principles and transparency of accounts	Quality of services	The national regulatory authority
AUSTRIA	Telekom-Control-Commission (TCC), supported by the Rundfunk und Telekom Regulierungs-GmbH	The Austrian mail market is characterised by: (i) Austria has a population density below the European average; (ii) A rather low degree of urbanisation; (iii) Direct mail is (under certain conditions) liberalised; (iv) Possible (serious) entry problems for competitors caused by the lack of access to part of the mailbox installations.	The universal service is in line with the Directives. The USO comprises the clearance and delivery of postal items up to 2 kg, of postal packages up to 20 kg and services for registered and insured items. Up to now the universal service has been very profitable, so no measures have been taken yet for alternative financing of the universal service (e.g. a compensation fund).	The reserved area covers addressed postal items weighing up to 50g and a price up to two and a half times of the basic tariff (both domestic and incoming crossborder mail). Addressed direct mail is only liberalised if the items are (i) delivered in bulk (not packed), (ii) unsealed, (iii) do not bear any personalising element except for the address and (iv) can be easily identified as advertising mail. The impact in practice is very limited as almost all addressed direct mail in Austria is sealed. Press items (daily newspapers, magazines) are not part of the reserved area.	There is no licensing scheme in the Austrian postal sector. Anyone is entitled to offer postal services outside the reserved area, although the postal service providers have to register at the NRA before offering services. Upstream or downstream access is not regulated. Obligations for transparency and nondiscrimination are legally required (and part of the regulatory tasks of the NRA to supervise that to these principles is adhered to). Large parts of urban areas have closed mailbox installations to which only Austrian Post has the key (33%).	Tariffs for postal services in the reserved area are subject to ex-ante regulation by the NRA (cost-based, the price cap regime is legally possible, but not implemented until 2007). Tariffs for services outside the reserved area, but inside the universal service, are subject to ex-post supervision by the NRA (also cost-based, and the price cap regime is legally possible, but not implemented until 2007). Tariffs of universal postal services should be affordable and cost-oriented. Austrian Post is required to keep separate accounting systems for services within the reserved area and for services outside the reserved area.	Quality standards are stipulated in the 'Ordinance on the Postal Universal Service 2002.' Judging from the available data, Austrian Post is currently meeting its targets.	Prior to 2008, regulatory tasks were governed by the Ministry for Transport, Innovation and Technology (BMVIT). As of 1 January 2008, BMVIT's tasks as postal sector regulator have been taken over by the Telekom-Control-Commission (TCC), supported by the 'Rundfunk und Telekom Regulierungs-GmbH'. Three people within TCC and three within RTR GmbH are responsible for postal affairs.

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BELGIUM	Institut Belge des Services Postaux et des Télécommunications	(i) Declining volume of traditional letter post; (ii) reserved area enclosing items of correspondence (including addressed direct mail) and incoming cross-border mail; (iii) broad universal service (including other public services, such as the financial postal services, in-house payment of pensions, management of the State account treasury, sale of stamps, early delivery of newspapers and certain periodicals at reduced rate, the delivery of printed matters for elections at reduced rate and the handling of mail to and from military forces); (iv) The use of a 'separate' delivery network by De Post/La Post for the delivery of newspapers, delivering six days a week (before 7.30 a.m.).	USO in compliance with Directive. USP is also responsible for other public services (e.g. distribution of newspapers before 7.30 a.m.). Possibility to activate a compensation fund to cover the burden of the USO, funded by licensed postal operators (including De Post/La Poste).	Reserved area in compliance with Directive, applying to items of correspondence, including addressed direct mail and incoming cross-border mail. Outgoing crossborder mail is liberalised since 1 January 2003. Segments for unaddressed mail, parcel & express are open to competition.	Operators active within the universal service need a license, while for services outside the universal service a notification is sufficient. Several obligations are linked to the license and notification. The regulatory framework does not contain ex-ante obligations for upstream or downstream access to the network of De Post/La Poste (including PO boxes). Access can be negotiated.	Price regulation is applied to the universal service. A royal decree and the 4th management contract between the USP and the State determines further tariffregulation concerning the reserved area and common used services. The price increases for frequently used services are capped at the level of the health index.	Quality standards are set concerning delivery time for prior and non-prior addressed mail and incoming cross-border mail. In 2005 and 2006 not all criteria were met. Significant investments (e.g. in the new sorting centres) resulted in the fact that the quality criteria have all been met in 2007.	Established in 1993, BIPT is the national regulatory authority and (amongst others) responsible for the identification of possible breaches of the Postal Act 1991. The postal unit employs circa ten people.

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BULGARIA	Communications Regulation Commission (CRC)	<p>The Bulgarian mail market is characterised by</p> <p>(i) Low mail volumes per capita;</p> <p>(ii) Some parts of Bulgaria consist of mountainous terrain, making delivery relatively costly;</p> <p>(iii) The exclusion of hybrid mail from the universal service, hence from the reserved area, makes it possible for competitor postal operators to provide services in the addressed mail market.</p>	<p>The universal service is in line with the Directive and consists of the following domestic and international postal items:</p> <ul style="list-style-type: none"> • Letter items up to 2 kg; • Small packets up to 2 kg; • Direct mail up to 2 kg; • Printed matter up to 5 kg; • Secogrammes (mail for the blind) up to 7 kg; • Parcels up to 20 kg; • Postal money orders; • Additional services "registered items "and "declared value". <p>These services include both express and non-express items.</p> <p>Bulgarian Post receives a state subsidy for any losses made as a result of the universal service (any profit made in the reserved area has to be used to reduce the deficit of the universal service).</p>	<p>The reserved area consists of domestic and cross-border mail items up to 50 grams. Direct mail and hybrid mail are not part of the reserved area.</p>	<p>For the provision of universal services, two licences are available. A full universal service licence allows (and obliges) operators to provide all postal services within the universal service including postal money orders (but excluding services within the reserved area). A limited universal service licence allows (and obliges) the licensed postal operator to provide a limited number of postal services within the reserved area.</p> <p>Access to the network of postal operators is currently still on a negotiated basis. New legislation for mandatory mutual access has been approved.</p>	<p>Prices of products under the universal service are subject to price regulation. Price proposals have to be accepted by the NRA. For non-priority mail items, with the exception of the services "direct mail" and "printed matter", the affordability of the prices is defined using a consumer basket. The affordability of the price of the services "direct mail" and "printed matter" is defined by a formula, taking into account the index of the consumer prices and the index of GDP.</p>	<p>The standards for delivery time vary per mail product, resulting in three domestic and four international standards. Of all domestic items of correspondence, 78% is next day (D+1), 90% is two days (D+2), while 95% of mail is three days (D+3). Routing times for international non-registered priority items of correspondence from geographical areas within Europe are: 60% within three days (J+3), while 80% within five days (J+5). Currently, Bulgarian Post is meeting all the domestic standards set. International J+3 standard is only one not met, falling short by a few tenths of a percentage. There is independent monitoring of the delivery times.</p>	<p>The NRA is the Communications Regulation Commission (CRC). The CRC has a nearly full range of powers. The total number of the experts who deal with the postal issues is about ten.</p>

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CYPRUS	Office of the Commissioner of Telecommunications and Postal Regulation (OCECPR)	<p>(i) Low population density, but a high degree of urbanisation;</p> <p>(ii) Relatively low mail volumes per capita;</p> <p>(iii) Direct mail is included in the reserved area;</p> <p>(iv) Both inbound and outbound cross-border mail are included in the reserved area;</p> <p>(v) Relatively large volumes of cross-border mail (inbound plus outbound equals the domestic letter post volumes);</p> <p>(vi) A VAT exemption for all services provided by the USP;</p> <p>(vii) High seasonal fluctuations in mail volumes;</p> <p>(viii) Little regulatory interference in the postal market.</p>	<p>The USO complies with the Directives and is carried out by incumbent Cyprus Post. Universal services provided by Cyprus Post are VAT exempt. The USO is financed from the reserved area. Any costs not covered by the returns from the reserved area are financed through the general budget.</p> <p>As there was (until recently) no proper accounting system installed to measure the true costs of the USO, the implementation of a universal service fund (for which the legal basis exists) was prevented.</p>	<p>Reduced to 50g at 1 January 2006. Full liberalisation is not expected until 2013. Direct mail and in- and outbound cross-border mail are part of the reserved area.</p>	<p>(i) A license is needed for postal services; (ii) Cyprus Post is not obliged to provide downstream access to third parties.</p>	<p>(i) The tariffs for the universal service need to be affordable (although the NRA does not have a method to assess affordability); (ii) Officially, the prices are subject to ex-ante and ex post price regulation by the NRA. So far no price increase has been allowed because of the lack of a proper cost accounting system; (iii) A new accounting system has been installed in 2007 that will allow more transparent (cost based) prices and will allow a more specific assessment of the costs of the universal service. The first reporting of the data is expected in May 2008.</p>	<p>Quality standards are set concerning delivery (transit) time. In the last three years Cyprus Post failed to meet the requirements on delivery time.</p>	<p>The Office of the Commissioner of Telecommunications and Postal Regulation (OCECPR) is the national independent regulator for the postal services sector. Its primary statutory responsibility is to ensure the provision of the universal postal service at uniform tariffs and at a certain quality level.</p> <ul style="list-style-type: none"> • Issue licenses (and determine requirements); • Set maximum tariffs (and penalise if ceilings are not adhered to); • Require data and studies from both the USP and non-USPs.

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CZECH REPUBLIC	Czech Telecommunication Office	<p>(i) The Czech Republic has an average population density and an average degree of urbanisation,</p> <p>(ii) Direct mail (addressed advertising mail), outbound cross-border mail as well as the delivery of magazines, newspapers and catalogues, not included in the reserved area,</p> <p>(iii) Declining volumes for the total market as well as Czech Post as a result of competition, rationalisation by e-substitution of customers and failure to develop market segments in competition with other media.</p>	<p>The USO complies with the Directives and is carried out by the incumbent Czech Post. In addition, the universal service includes money orders and parcels up to 20 Kg. The current postal license is ending on 31 December 2008. The financial mechanism for financing any net cost of the USO after full market opening has not been decided yet.</p>	<p>The reserved area encloses the delivery of items of correspondence up to 50g or a tariff up to 18 CZK. Items of correspondence are defined in the Postal Act 2000 as 'a communication in a written form on a paper addressed to a particular person.'</p> <p>The provision of direct mail and inbound and outbound cross-border mail is fully liberalised, as well as the delivery of magazines, newspapers and catalogues. In the Czech postal legislation, addressed bulk mail is not defined separately. The market for parcels, courier services, press distribution and flyers is fully liberalised.</p>	<p>For the delivery of domestic items of correspondence within the reserved area, a licence is needed (only Czech Post has such a licence). The distribution of addressed direct mail, magazines and periodicals, newspapers and addressed catalogues is not subject to a licence. Postal operators just need a registration in the trade register. The Postal Act 2000 does not regulate mandatory access to the network of the universal service provider. Alternative postal operators are allowed to negotiate access to the network of Czech Post.</p>	<p>Responsible bodies are the Ministry of Finance, which regulates prices for domestic postal services, and the Czech Telecommunication Office for international postal services. The price regulation only covers certain selected services provided by the USP, notably: ordinary letters (basic weight step), registered letters (basic weight step), ordinary parcels (basic weight step), insured parcels (basic weight step), postal money orders (basic amount), advice of delivery, delivery to the addressee in person and cash on delivery fees. The price regulation does not apply to competitor postal operators.</p>	<p>The Basic Quality Requirements for Czech Post relate inter alia to the density of service provision points, the opening times of the Post Offices, methods of mail delivery to addressees, speed of mail transport (transit times?), treatment of complaints, etc. (Postal Act 2000, section 22). The quality of service standards are set by the NRA. All thresholds are met, e.g. 94.1% of the domestic mail is delivered the next day (D+1).</p>	<p>Established in April 2005, the Czech Telecommunication Office is the (independent) NRA responsible for postal affairs. On 1 April 2005 the regulatory powers were transferred from the Ministry of Informatics. The NRA's key task is to ensure general accessibility of good-quality basic postal services and to ensure that the obligations resulting from the postal directives are met. Within the NRA, eight people are dealing with postal affairs, including one person, who is employed with the Ministry of Finance and is responsible for the price regulation of selected domestic services. Their regulatory powers seem to be rather broad.</p>

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DENMARK	Færdselsstyrelsen – Road Safety and Transport Agency (Postal Supervisory Authority)	<p>(i) Denmark is a relatively small country with a high addressed mail volume per capita;</p> <p>(ii) The NPO (Denmark Post) is VAT exempt for services provided under the universal service;</p> <p>(iii) There seems to be little regulatory interference in the postal market.</p>	<p>The definition of the universal service in line with the Directive. There is State support in the form of a subsidy per item distributed, totalling an annual contribution of DKK 396 million (€ 53m). At the beginning of 2007, the Danish Government changed the subsidy scheme. From 2007, the subsidy is paid directly to the publishers of daily newspapers.</p>	<p>Delivery of domestic addressed letter mail and inbound cross-border mail <50g is reserved. Not in the reserved area are letters with uniform printed contents in transparent packaging.</p>	<p>Registration is required for the provision of postal services under 20 kilograms. There are no significant requirements for registration that can be considered a barrier. Access to the downstream network of Post Danmark is regulated by the NRA. The NRA monitors the development in prices according to the price model (which relies on the development in the service price index). In practice, hardly any use is made of downstream access to the network of Post Danmark.</p>	<p>Services under the universal service are subject to a dual price control regime. Reserved services are subject to ex ante regulation. These services are subject to a sum price cap model for a basket, but individual product prices within the basket can still be set by Post Danmark. Non-reserved services under the universal service obligation are subject to a price cap. The benchmark for prices is the services price index. The principles for regulation are in line with the Directive.</p>	<p>There are only standards for routing time. The standards for domestic routing time are: D+1: 93%, D+3: 95%. Both these standards are met. International routing times are in line with the Directive (J+3: 85%, J+5: 97%). It is unknown whether these standards are met or not.</p>	<p>The NRA is Færdselsstyrelsen ('Traffic Authority'). Their main powers are mainly limited to data collection. Five people (4 FTE) work at the postal unit of Færdselsstyrelse.</p>

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ESTONIA	Estonian Competition Authority (Konkurentsiamet, NCA)	<p>(i) A small country with a relatively low addressed mail volume per capita;</p> <p>(ii) A reserved area for items of correspondence up to 50 grams has been re-instated;</p> <p>(iii) There is a VAT exemption for Estonian Post for universal services;</p> <p>(iv) There are heavy licensing requirements for delivery of items of correspondence;</p> <p>(v) Regulatory uncertainty regarding postal market regulation.</p>	<p>The universal service includes ordinary, registered and insured letters weighing up to 2 kilograms, and ordinary, registered and insured postal parcels weighing up to 20 kilograms. The universal service in Estonia is applicable to domestic and international mail. Following the amendment of the Postal Act in 2007, the delivery of periodicals was excluded from the universal service as from 1 January 2008. Since 2002, the delivery of direct mail is considered as a separate and distinct service from that of the universal service. There is no arrangement for the financing of the universal service, but the delivery of newspapers and periodicals to the countryside is financially supported by the State.</p>	<p>The addressed mail market was formally liberalised before 2006, but a reserved area was reinstated in 2006. The reserved area consists of domestic items of correspondence below 50g, excluding direct mail.</p>	<p>A licence is required for the provision of services within the universal service area. A postal operator that possesses a licence must provide part, or all, of the universal postal services throughout the licensed area. Access is not mandatory and the access conditions are not regulated in the Postal Act. Access to the network of other postal operators is only allowed if there is a contract between the parties involved.</p>	<p>The tariffs of universal services are regulated ex-ante. Tariffs must be costbased and may contain 10% profit margin. All tariffs of universal services must be approved by the NRA.</p>	<p>There are only standards for routing time. The standards for domestic routing (transit) time is 90% for D+1. The standard for international routing time is J+3: 90%. Estonian Post meets both standards.</p>	<p>The NRA is the Estonian Competition Authority (Konkurentsiamet, NCA). The NCA has nearly full regulatory powers except setting rates for the NPO. Four FTE are working at the postal unit of Konkurentsiamet.</p>

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FINLAND	Finland Communications Regulatory Authority (FICORA)	<p>Finland is characterised by:</p> <p>(i) Tough geographical circumstances in the rural areas (archipelago, sparsely populated areas and long distances between recipients). Postal market in Finland is relatively mature with high volumes per capita and a developed market for direct mail.</p> <p>(ii) The mail market has been under pressure for more than a decade in Finland. The reason for this decline is the high degree of internet penetration in Finland, even in relation to other European countries, and the resulting degree of e-substitution.</p> <p>(iii) Downward pressure on postal volumes expected to continue.</p>	<p>The USO complies with the Directives and is carried out by the incumbent Itella Corporation. There is no arrangement for the financing of the universal service. Under the new Directive, the financing may become under pressure.</p> <p>A public debate on the financing of the universal service is expected.</p>	<p>The addressed mail market has been formally liberalised since 1991.</p> <p>Unaddressed mail has always been liberalised, even before 1991.</p>	<p>A license is required to provide services for addressed letter mail. Any licensed operator needs to provide postal services according to the Postal Services Act, including offering a full range of universal services (including five times a week delivery to all households). The operator is to pay a fee to the government in case operations are limited to a highly densely populated area. The licensing regime has proven to effectively block competition in addressed mail delivery. Network access is available on negotiated basis. Competitors of Itella have complaints on access conditions, in particular they state that there is discrimination between the conditions of access for competitors and for customers. Itella has denied these claims.</p>	<p>The tariffs of all services of the universal service provider are regulated on an ex-post basis. The principles for regulation are in line with the Directive.</p>	<p>There are only standards for routing time. The standards for domestic routing time are: D+1: 85%, D+2: 98%. Both these standards are met. International routing times are in line with the Directive. Performance varies, depending on the country of origin/destination.</p>	<p>The NRA is FICORA. Their main powers are data collection and levying conditional fines. Eight to nine FTE are working at the postal unit of FICORA.</p>

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FRANCE	Autorité de Régulation des Communications Electroniques et des Postes (ARCEP)	<p>(i) Very high domestic volumes (France has Europe's second largest postal market, after Germany);</p> <p>(ii) An average population density, however, approximately 25% of the population live in rural areas which are often sparsely populated and include hills and mountainous territory;</p> <p>(iii) A reserved area covering all services related to items of domestic correspondence, direct mail and incoming cross-border correspondence up to 50g and 2.5 times the basic tariff;</p> <p>(iv) A broad universal service, including items of correspondence, newspapers, periodicals, catalogues, printed matter weighing 2kg or less and parcels;</p> <p>(v) A well-developed upstream market where various mail houses and mail consolidators are active.</p>	<p>The USO includes national and cross-border services for mail (including items of correspondence, newspapers, periodicals, catalogues, printed matter) weighing 2kg or less, parcels weighing up to 20kg, recorded delivery items and declared value items. The USO is financed by the reserved area. It is possible to put a compensation fund in place.</p>	<p>From 1 January 2006 the reserved area covers all services related to items of domestic correspondence and incoming cross-border correspondence up to 50g and 2.5 times the basic tariff. Books, catalogues, newspapers and periodicals are explicitly excluded from the reserved area. Direct (addressed) mail is seen as comprising domestic correspondence and therefore (< 50g) part of the reserved area.</p>	<p>Postal operators that provide non-reserved postal services relating to items of correspondence (including cross-border items) should hold an authorisation, unless their activity is limited to domestic correspondence and does not include delivery. Some general requirements are linked to the authorisation. Authorisation holders have access rights to (a part of) the La Poste network and to certain information kept by La Poste. The CPCE (law) distinguishes four types of 'means necessary to competitors'.</p>	<p>The tariffs within the reserved area need approval by ARCEP, while for the services that fall under the universal service but not under the reserved area, La Poste should notify ARCEP before the changes will take effect. In June 2006, ARCEP introduced a price cap system regarding the universal service provided by La Poste. In the period 2006-2008, tariffs in relation to the universal service could not rise more than a determined yearly average of 2.1%.</p>	<p>QoS objectives are fixed by the Ministry, annually. Up to now, the (indicative) QoS levels have been defined in the contract signed between La Poste and the state (e.g. 'Le contrat de plan 2003-2007'). A new contract will soon be signed between La Poste and the state specifying the 'mission de service public' of La Poste for the period 2008-2012. In 2007, La Poste did not meet all of the quality criteria; 82.5% of the mail was delivered the next day, whereas the threshold was 85%, and the delivery of packages within two days was achieved in 85.8% of cases instead of 90%. For cross-border deliveries, performance was above target (95.5%, with an 85% threshold).</p>	<p>Since the end of 2005, ARCEP has been the independent postal regulator. Its activities are mainly related to licensing, monitoring the universal service and accounting/price control of the USP. Nine employees work full-time on postal affairs, and they receive some support (2 full-time equivalents (FTEs)) from other services. Their regulatory powers are broad, including for example regarding the collection of statistical information.</p>

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GERMANY	Bundesnetzagentur für Elektrizität, Gas, Telekommunikation, Post und Eisenbahnen (BNetzA).	The main characteristics of the German postal market can be summed up as: (i) A very large postal market with relatively high mail per capita volumes; (ii) A variety of German publishers have their own regional delivery network for magazines and periodicals; (iii) Relatively low prices for direct mail items as compared to transactional mail items by DPAG; and (iv) A VAT exemption for DPAG (based on the EU VAT Directive) for (addressed) mail services under the universal service (including direct mail and bulk mail, excluding bulk parcel delivery).	The NRA has to ensure that all universal services are provided. Since January 2008, DPAG is no longer obliged by law to provide a universal service; it can, with six months notice, indicate to the NRA that it plans to stop providing part of the universal service and the NRA should find a postal operator willing to deliver these services without additional compensation or – if unsuccessful – may oblige an operator with a dominant market position or – if not feasible without compensation – launch a tender procedure for delivering this specific part of the universal service.	The mail market was fully liberalised on 1 January 2008.	The conveyance - on a profit-oriented basis - of letter mail items weighing not more than 1kg requires authorisation (a licence). The operator has to comply with a number of specific requirements (e.g. employment conditions). Providers of other postal services (e.g. conveyance of parcels) have to register. There is mandatory access to the network of a dominant postal operator (currently DPAG) under conditions considered reasonable by the NRA (the retail price minus avoided cost is the basis for assessing whether discounts are reasonable).	Prices of services by a dominant postal operator (i.e. DPAG) for single piece letter mail have to be approved ex-ante (ex-ante price regulation). The NRA uses a price cap with a productivity-progress index (an RPI-X regime) with X set at 1.8% for 2008-2011. Since January 2008 the prices of bulk mail services (≥ 50 items) do not have to be approved ex-ante, but are subject to ex-post price control. Until the end of 2007, the access tariffs were regulated ex-ante.	There are specific quality standards which apply to the universal service (such as number of letterboxes and fixed-location facilities). For end-to-end transit time the thresholds are for D+1 80% and for D+2 95%. DPAG has performed above these thresholds in recent years.	The NRA is Bundesnetzagentur. The NRA has a complete set of regulatory powers. 35 people within the NRA are involved with postal affairs.
GREECE	NTPC - National Telecommunications and Postal Commission (EETT)	The Greek mail market is characterised by: (i) Difficult terrain for part of the country; (ii) Low mail volumes per capita; (iii) A VAT-exemption for the NPO; (iv) Little regulatory interference	The USO includes the handling of: simple postal items of A and B Priority (letters, bills, magazines etc), both domestic and international, weighing up to 2 kilos; parcels (domestic and international), weighing up to 20 kilos; • Registered letters (domestic and international); letters of a declared value in case of destruction, loss etc. In Greece, Hellenic Post (ELTA) has been designated as Universal Service	Addressed postal items below 50 grams and up to two and a half times the tariff in the first weight category are included in the reserved area and includes direct mail and cross-border mail.	A licence is needed for the provision of postal services within the universal service (excluding the reserved area). For the provision of services outside the universal service, a general authorisation is sufficient. Under both regimes, licensees need to meet certain conditions, including confidentiality of mail, accepting a Charter of Obligations towards Consumers (COC) and there is a licence fee. There is no mandatory access to the network of ELTA.	The Ministry of Telecommunications (MTC) is authorised to issue a regulation on the pricing rules of universal services. There is also regulation that describes the methodology for calculating costs.	The USP has performed just below quality of service standards in the past few years. Moreover, operators in the liberalised segment would also not meet these standards.	The NRA in Greece is EETT. EETT has several competences in order to promote the development of the postal sector, the availability of the USO, and to check postal operators' compliance with several legal obligations. 15 staff members are involved with postal issues within the NRA.

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HUNGARY	National Communications Authority (NCAH)	(i) Geographically, Hungary is a mixed terrain with the country consisting of about fifty percent flatlands, with the remaining fifty percent made up of lightly mountainous terrain. It has an average population density; (ii) A relatively small number of mail items per capita; (iii) The NPO is VAT exempt for the provision of universal services; (iv) A licensing regime that requires the provision of a full universal service in the licensed administrative areas.	The universal postal service includes postal services related to both domestic and international letters, direct mail and printed matter not exceeding two kilograms; postal services relating to both domestic and international postal parcels not exceeding twenty kilograms; postal services relating to both domestic and international items containing writing for the blind not exceeding seven kilograms.	< 50 grams and below 2.5 times the price of a standard first class letter item for both domestic and incoming and outgoing cross-border mail. Direct mail < 50g is included in the reserved area.	A licence is needed for the provision of services within the universal service area. One of the licence conditions is the provision of universal services in the licensed areas. There is mandatory access to the network of a universal service provider. Entitled to this access are licensed postal service providers who request access to provide postal services to an area where they do not have a postal network suitable for delivery.	Prices of the domestic reserved services are set by the government on the recommendation of the USP (ex-ante regulation). Tariffs have to be based on the costs of providing the service and shall be non-discriminative and affordable by the users. Pricing has to be transparent.	Quality of service regulation includes standards for transit time regulation, standards on lost and damaged mail and a standard for readability of postal date stamps. There are transit time standards for three categories of postal items (priority, non-priority items and parcels). All these standards are met by Magyar Posta. QoS on transit times is monitored by an independent organisation. Other requirements are monitored by the NRA.	The NRA is the National Communications Authority (NCAH). NCAH has a near full range of powers, with the exception of setting rates and cancelling unlawful rates. There are approximately ten FTE dealing with postal issues.
ICELAND	Post and Telecom Administration (PTA)	(i) Iceland is a very sparsely populated island; (ii) The Icelandic postal market is small compared to other European countries.	The USO is in excess of minimum requirements included in the EC postal directives. The published accounts show the USO to be profit making. The NRA has not calculated the economic cost of the USO.	Iceland implemented the 50g limit in 2006; the reserved area includes bulk (direct) mail and cross-border mail.	Postal services may not be operated without a general authorisation or individual licence, as granted by the NRA, except in the case of postal items sent within a company, including those sent between different places of business of that company. Downstream access is available to other operators via a ruling by the Competition Authority.	Iceland Post is required through legislation to publish accounts and within them there must be an analysis between revenues and expenses across reserved, USO non-reserved and non-USO non-reserved services. The tariff of an individual licence holder for providing universal services (the NPO) is subject to supervision by the NRA [ex post] and individual licence holder's tariffs for services covered by exclusive rights (the reserved area) are subject to the NRA's [ex ante] approval.	Targets of 85% next day delivery and 97% delivery within three days of posting have been set by the NRA. Other targets are in line with EC requirements. CEN standards are applied. All national and cross border targets have been met or bettered.	The NRA is the Post and Telecom Administration (PTA). PTA is responsible for administration of electronic communications and postal affairs in Iceland, as provided for in the Act on the Post and Telecom Administration and other legislation. PTA is an independent institution under the ultimate administration of the Minister of Communications.

Appendix C. National Regulatory Authority Information (EU Member Information)

Sources: Adapted From Main Developments in the Postal Sector (2006-2008) Country Sheet - ECORYS Nederland BV

Country	Regulator	Mail market characteristics	Universal service and its financing	Reserved Area	Licensing and network access	Tariff principles and transparency of accounts	Quality of services	The national regulatory authority
IRELAND	Commission for Communications Regulation (ComReg)	<p>(i) Developments in the Irish postal market are influenced by significant growth of Ireland's economy over the last few years contributing to mail generation (it is expected that economic growth may slow down the coming years);</p> <p>(ii) A relatively low population density;</p> <p>(iii) The absence of a national postal code system covering all households in Ireland (an elementary one exists for Dublin);</p> <p>(iv) A rather critical opinion of customers about the price/quality ratio that the national postal operator An Post is currently able to offer;</p> <p>(v) A VAT exemption of An Post for most of its services.</p>	<p>The USO is in excess of minimum requirements. There is currently no provision for financing. The last published results (2004) showed a loss because of the low compensation received for inbound international mail.</p>	<p>Reduced to 50g in 2006 and includes bulk (transactional and direct) mail. Outbound cross-border mail was fully liberalised in 2004. There is unlikely to be any further liberalisation before 1 January 2011.</p>	<p>Within Ireland there are in fact no licensing requirements, however, all postal service providers other than An Post with an annual turnover of more than €500,000, excluding VAT, must obtain a postal service authorisation from the NRA ComReg. Holders of the authorisation have to give ComReg a written declaration that the postal services provided by the applicant do not infringe the reserved area. No requests have been made for access, except by universal service providers from other countries for mail originating in other jurisdictions (primarily Britain). Access prices are subject to EC tariff principles and refusal to supply would be an abuse of a dominant position under Competition Law.</p>	<p>There is ex-ante control on reserved services and ex-post enforcement of compliance with tariff principles for non-reserved services for the NPO. NPO regulatory accounts are not published, but provided to the NRA. Public consultations are taken on pricing matters.</p>	<p>Targets of 94% next day delivery and 99.5% delivery within three days of posting have been set and published for An Post's single piece mail items in Ireland. Other targets are in line with EC requirements. CEN standards are applied. Cross-border targets were exceeded in 2007. National targets have not been met. There is a significant shortfall (77% D+1 in 2007) although year on year performance has been improving.</p>	<p>The NRA is ComReg (Commission for Communications Regulation). Its main powers are ensuring compliance by An Post (NPO) with its obligations in respect to the universal service (access points, collection and delivery, pricing, quality, information, complaints) and authorisation of other operators. There are five fulltime dedicated staff, but about 7-8 FTE when considering ad hoc resource employed.</p>

Appendix C. National Regulatory Authority Information (EU Member Information)

Sources: Adapted From Main Developments in the Postal Sector (2006-2008) Country Sheet - ECORYS Nederland BV

Country	Regulator	Mail market characteristics	Universal service and its financing	Reserved Area	Licensing and network access	Tariff principles and transparency of accounts	Quality of services	The national regulatory authority
ITALY	Ministry of Economic Development	<p>(i) A high population density and a high degree of urbanisation;</p> <p>(ii) relatively low mail volumes per capita;</p> <p>(iii) direct mail (addressed advertising mail) is not included in the reserved area;</p> <p>(iv) both inbound and outbound cross-border mail are included in the reserved area;</p> <p>(v) a VAT-exemption for all universal services provided by the USP;</p> <p>(vi) there are many (small) companies with a universal service licence, but only one company (Poste Italiane) with a universal service obligation (with the right to operate within the reserved area);</p> <p>(vii) a certain percentage of mail collected by Poste Italiane (including registered items) must continue to be delivered through (city mail) competitors.</p>	<p>The USO complies with the Directives and is carried out by the incumbent Poste Italiane. Other providers have a licence to provide universal services (outside the reserved area) but only Poste Italiane is obliged to deliver in all of Italy. The USO is VAT exempted and financed from the reserved area. Any costs not covered by the returns from the reserved area should be financed by a Universal Service Fund. In practice, however, the finances from the Universal Service Fund and additional subsidies were not sufficient to cover the net costs of the universal service.</p>	<p>The USO complies with the Directives and is carried out by the incumbent Poste Italiane. Other providers have a licence to provide universal services (outside the reserved area) but only Poste Italiane is obliged to deliver in all of Italy. The USO is VAT exempted and financed from the reserved area. Any costs not covered by the returns from the reserved area should be financed by a Universal Service Fund. In practice, however, the finances from the Universal Service Fund and additional subsidies were not sufficient to cover the net costs of the universal service.</p>	<p>(i) A universal concession is needed to provide universal services and to have the right to operate within the reserved area; (ii) A universal licence is needed for universal postal services; (iii) Poste Italiane is not obliged to provide access to third parties.</p>	<p>(i) The tariffs for the universal service are capped, with the level depending on the inflation rate, productivity gains and the difference between quality objectives and results.</p> <p>(ii) The prices are subject to ex ante price regulation by the NRA. The competition authority may intervene "ex post" in the light of the competition law.</p> <p>(iii) The NPO is required to submit annual accounts to the NRA that must show separate information on the reserved area, universal services and activities outside the universal service (accounting separation). They are verified by an independent auditor and are submitted to the NRA for approval.</p>	<p>Quality standards are set mainly concerning delivery time. Poste Italiane meets these requirements. The NRA controls the achievement of them. Other important elements about service quality are the presence of appropriate points of access for the users, the postal offices opening times and the existence of simple complaint procedures.</p>	<p>Since 16 May 2008 The Ministry of Economic Development took over the responsibility as regulatory authority from the Ministry of Communication. It is responsible for issuing licences (and determining requirements); setting maximum tariffs, cancelling tariffs and setting new tariffs (and penalties if ceilings are not adhered to); requiring data and studies from both the USP and non-USPs; and in cases of serious violations of universal service obligations, the Ministry may launch investigations to ascertain any failures and may apply sanctions.</p>

Appendix C. National Regulatory Authority Information (EU Member Information)

Sources: Adapted From Main Developments in the Postal Sector (2006-2008) Country Sheet - ECORYS Nederland BV

Country	Regulator	Mail market characteristics	Universal service and its financing	Reserved Area	Licensing and network access	Tariff principles and transparency of accounts	Quality of services	The national regulatory authority
LATVIA	Public Utilities Commission	<p>The Latvian postal market is characterised by:</p> <ul style="list-style-type: none"> (i) a relatively low population density; (ii) relatively low mail per capita volumes; (iii) direct mail as well as cross-border mail (both in- and outbound) being included in the reserved area; (iv) a VAT exemption of Latvian Post for all services; (v) little regulatory interference in the postal market. <p>Latvia Post provides a wide spectrum of services throughout the entire Latvian territory, while private operators mainly provide express mail services in urban areas. Delivery of unaddressed advertisement materials is provided mainly by marketing companies.</p>	<p>The USO complies with the Directives and is carried out by incumbent Latvia Post.</p>	<p>The reserved area was reduced to 50g at 1 January 2006. Full liberalisation was anticipated for in 2009, but following the recent adoption of Directive 2008/6/EC, this will be postponed to 2013. Direct mail and cross-border mail (in- and outbound) are part of the reserved area.</p>	<p>(i) Amongst the licence requirements to provide universal postal services is to fully comply with the USO; (ii) So far no access is provided nor imposed by the NRA (including to PO boxes); (iii) Information on address notifications can be provided by Latvia Post but this service is charged for.</p>	<p>(i) Tariffs for universal services need to be cost-based, transparent, nondiscriminatory and uniform; (ii) There is a price-cap system based on costs and allowed to grow based on the consumer price index; (iii) The NRA regulates ex ante the prices of the universal service.</p>	<p>Quality standards are set concerning transit time and the network of service points and street letterboxes. In 2006 and 2007 the transit time targets were not met for priority mail; in 2007 the targets were met for second class mail.</p>	<p>The Public Utilities Commission (PUC) is the independent unitary regulatory authority (regulator), responsible for regulating the sectors of energy, telecommunications, post and railways. It's functions are:</p> <ul style="list-style-type: none"> • Issuing licences and supervising implementation of the conditions laid down in these licenses; • Establishing the tariff calculation methodology and approving tariffs (and setting new tariffs); • Arranging out-of-court settlements in case of disputes; • Requiring data and undertaking studies; • Promoting competition in the regulated sectors; • Supervising the compliance of services with the requirements for quality, technical regulations and standards.

Appendix C. National Regulatory Authority Information (EU Member Information)

Sources: Adapted From Main Developments in the Postal Sector (2006-2008) Country Sheet - ECORYS Nederland BV

Country	Regulator	Mail market characteristics	Universal service and its financing	Reserved Area	Licensing and network access	Tariff principles and transparency of accounts	Quality of services	The national regulatory authority
LITHUANIA	The Communication Regulatory Authority of the Republic of Lithuania (RRT)	Mail market characteristics The postal market is characterised by: (i) a low population density, but a high degree of urbanisation; (ii) relatively low mail volumes per capita; (iii) direct mail being included in the reserved area; (iv) a VAT exemption for Lithuania Post on deliveries of all postal services; (v) little regulatory interference in the postal market.	The USO complies with the Directives and is carried out by incumbent Lithuanian Post. The Postal Law states that if the government fixes tariff ceilings for universal postal services below the costs of those postal services, the difference shall be covered from the funds earmarked in the State budget.	The reserved area was reduced to 50g at 1 January 2006. Full liberalisation is not expected until 2013. Direct mail and inbound cross-border mail are part of the reserved area.	(i) An authorisation is needed for postal services (courier services only require a notification); (ii) Lithuanian Post is not obliged to provide access to third parties at a discount (including PO boxes), but access terms can be negotiated while upholding the principles of transparency and non-discrimination; (iii) information related to the postal code system (including change of address information) is available for competitors and customers against commercial tariffs.	(i) Both access tariffs and the tariffs for the universal service need to be costbased, transparent, non-discriminatory, and uniform; (ii) the NRA sets a tariff ceiling.	Quality standards are set concerning transit time, the network of service points and street letterboxes and frequency of collection and delivery. In 2006 Lithuanian Post failed to meet some of the transit time requirements.	The Communications Regulatory Authority (RRT) has been established under the provisions of the Law on Telecommunications which implements the EC Directives and prescribes the establishment of independent national regulatory authorities. RRT started its activities in May 2001 after the reorganisation of the state enterprise State Radio Frequency Service. RRT has a strong monitoring and enforcing role, including: • issuing licences (and determine requirements); • setting maximum tariffs (and penalise if ceilings are not adhered to); • monitoring (e.g. on tariffs, quality, access); • requiring data and undertaking studies; • penalising and seeking judicial order.

Appendix C. National Regulatory Authority Information (EU Member Information)

Sources: Adapted From Main Developments in the Postal Sector (2006-2008) Country Sheet - ECORYS Nederland BV

Country	Regulator	Mail market characteristics	Universal service and its financing	Reserved Area	Licensing and network access	Tariff principles and transparency of accounts	Quality of services	The national regulatory authority
LUXEMBOURG	Institut Luxembourgeois de Régulation	<p>Mail market characteristics</p> <p>The following market characteristics should be taken into account:</p> <p>(i) Luxembourg is, compared to the other Member States, a small country with a small number of inhabitants. The country has an average population density; 16% of the population lives in the city of Luxembourg and 30% in the five largest cities;</p> <p>(ii) the reserved area includes also inbound and outbound cross-border mail and (addressed) direct mail (below 50g);</p> <p>(iii) traditionally, the NPO EPT has a very high quality performance (97.3% of the domestic mail is delivered within one day);</p> <p>(iv) cross-border mail covers circa 30% of total volume and 39% of total turnover.</p>	<p>EPT is the universal service provider. The universal service comprises the collection, sorting, transport and delivery of letters, direct mail, books, catalogues, newspapers, periodicals up to 2kg and parcels up to 10kg. Insured and registered items are part of the universal service. EPT is obliged to collect and deliver five times a week. The stakeholders did not report any problems concerning the USO.</p>	<p>The reserved area was reduced from 100g to 50g as from 1 January 2006.</p> <p>Books, catalogues, newspapers and periodicals shall not be seen as 'items of correspondence', and are therefore not part of the reserved area, while crossborder mail and (addressed) direct mail are part of the reserved area. The markets for unaddressed mail, parcels and express are open to competition.</p>	<p>The Postal Act 2000 states that any postal service other than the reserved postal services (by EPT) is subjected to 'declaration' (or registration). There are no specific requirements regarding this declaration. The Postal Act 2000 does not mention mandatory access to the network of the universal service provider.</p>	<p>The postal services within the reserved area are part of a price regulation regime. The Postal Act 2000 determines that these prices must comply with some principles. Cross-subsidy from the reserved area to other (liberalised) areas is prohibited, unless this is absolutely essential to accomplish specific obligations of the universal service. EPT is obliged to account the services within the reserved area separately and the accounts for non-reserved services should make a clear distinction between services within and outside the universal service.</p>	<p>The quality requirements regarding the universal service are laid down in the Grand-Ducal Regulation of 2001. EPT met these requirements in 2006 and reached a quality level of 97.3% regarding next day delivery and close to 100% for delivery within two days.</p>	<p>The 'Institut Luxembourgeois de Régulation' (or ILR) is the NRA. ILR is (amongst others) responsible for postal sector regulations and monitoring of the postal sector. ILR supervises the provision of the universal service, is responsible for market surveillance and assures the protection of postal users. At the end of 2006, 36 people worked for LR, three of whom were involved in regulating postal affairs.</p>

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MALTA	Malta Communications Authority	<p>(i) Malta consists of a couple of small islands that are densely populated;</p> <p>(ii) A relatively large part of the addressed mail market is still reserved to MaltaPost;</p> <p>(iii) There was 3.5% growth in domestic letter-post traffic in 2006/2007 (October-September) and a decrease of 4.7% for international letter post when compared to the previous year. In parcels, an increase of 12.3% was registered.</p>	<p>The USO is in line with requirements as defined within the current Directive. In April 2008 the NRA published a consultation paper on the universal service obligations of MaltaPost as the universal service provider and the rights of the consumer with respect to access to services, the guarantee of daily delivery and the publication of information of what is on offer. At present the NRA does not calculate the cost of the USO although MaltaPost does produce regulatory accounts that contain the accounting cost.</p>	<p>Malta implemented the 50g limit in 2006 and includes direct mail, B2B mail, and both inbound and outbound cross border mail. Any further liberalisation ahead of Directive 2008/6/EC requirements is unlikely. Malta is included in the list of Member States that may postpone full-market opening to 1 January 2013.</p>	<p>The NRA is responsible for issuing Individual Licences and General Authorisations. Postal operators shall have a right and, when requested by other postal operators, an obligation to negotiate access with each other for the purpose of providing postal services.</p>	<p>MaltaPost is required to provide the NRA cost data at the level of product/ activity/ weight step in support of pricing applications (ex-ante). It is understood that the NRA plans to commence a project in 2008 with the aim of introducing an RPI minus x regime in the future. The regulatory accounts are not publicly available (published).</p>	<p>The NRA has the specific responsibility for setting standards for the QoS to be achieved by MaltaPost within the framework set out in European and national legislation. The actual standards go beyond those required.</p>	<p>The NRA is the Maltese Communications Authority (MCA). Main powers are data collection, setting QoS targets and checking performance, price control of the services covered by the USO, ensuring regulatory accounts are produced in accordance with the Postal Services Act and Postal Services Regulations (which are consistent with the requirements of the current Directive). At the MCA, approximately three full-time employees deal with the postal sector. The activities are financed by the Government mainly from the collection of postal fees.</p>

Appendix C. National Regulatory Authority Information (EU Member Information)

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Country	Regulator	Mail market characteristics	Universal service and its financing	Reserved Area	Licensing and network access	Tariff principles and transparency of accounts	Quality of services	The national regulatory authority
THE NETHERLANDS	OPTA (Independent Post and Telecoms Authority)	The Dutch postal market is characterised by: (i) The Netherlands being a relatively densely populated country; (ii) Relatively high mail per capita volumes; (iii) Printed matter ('drukwerk') not being included in the reserved area; (iv) Reduction of the scope of the universal service in 2000, resulting in VAT exemption for TNT only for the reserved area (single item mail and bulk mail) and the non-reserved part of the universal service (only single item mail), leading to a level playing field for a large part of the total postal market in this respect; and (v) Little regulatory interference in the postal market.	The USO complies with the Directives and is carried out by the incumbent, TNT Post. The Postal Act 2008 (article 30) arranges for the financing of the USO after liberalisation. The USP must inform OPTA when it expects a net cost for the next calendar year. Within six months after the end of a particular calendar year, the USP can ask OPTA for compensation. OPTA will assess the exact net costs. The net cost will be spread between all postal operators and will be based on their annual turnover.	Reduced to 50g on 1 January 2006. Full liberalisation is still uncertain. Printed matter and outbound cross-border mail are not part of the reserved area.	(i) No licence is needed, but operators need to register. (ii) TNT is not obliged to provide access to third parties at a discount, but this can be negotiated. (iii) TNT is obliged to grant competitors access to PO boxes on reasonable, objectively justified and non-discriminatory conditions and tariffs. (iv) Information related to the postal code system (including change of address information) is available for competitors and customers, against commercial tariffs.	(i) Access tariffs and tariffs for the universal service both need to be cost-based, transparent, non-discriminatory, uniform and accessible. (ii) In the new Postal Act 2008, OPTA is made responsible for initially setting the tariffs for universal services. There is a price cap system as before, but based on the consumer price index.	Quality standards are set concerning delivery time and the network of service points and street post boxes. In 2004 and 2005, TNT met these requirements.	Established in August 1997, OPTA is the national regulatory authority. Under the Postal Act 1989 its role was (de jure) rather limited and mainly focused on (control of) the universal service. Under the new Act, OPTA's monitoring role increases somewhat and it will have the opportunity to gain more information from all operators (however, still unsatisfactory in its opinion). De facto, OPTA's role has been rather limited, also because of capacity. In 2007, 2.7 full-time equivalents (FTEs) were dealing with the postal market, but this will probably increase under the new Act.

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NORWAY	Norwegian Post and Telecommunications Authority	The main characteristics of the Norwegian postal market can be summed up as: (i) A large country with a small population, but a relatively high addressed mail volume per capita; (ii) The main source of competition in the domestic market are parcel and logistics provider Tollpost and newspaper publishers; (iii) There is no VAT exemption for Norway Post; (iv) Little regulatory interference in the postal market.	The USO complies with the Directives and is carried out by incumbent Norway Post. As compensation for the universal service obligation by Norway Post, a system of state purchasing of non-profitable services has been introduced.	The reserved area in Norway consists of addressed mail up to 50 gram in closed envelopes, both domestic mail and inbound cross-border mail.	A licence is required to provide regular postal services within the reserved area. In addition, postal operators other than the universal service provider need dispensation to provide services in the reserved area. A dispensation is only given if the services offered do not have an impact on the margin of the universal service provider. In practice, the activities within the reserved area are marginal. There is no regulated downstream access to the network of Norway Post. Also, access to PO boxes and access to the address database is not regulated.	Services within the reserved area are regulated on the basis of ex ante price regulation. For universal services outside the reserved area the cost based obligation is followed up through a price cap on single piece items. The principles for regulation are in line with the Directive.	Regulated routing (transit) times are applicable to addressed letter mail, newspapers and non-bulk parcels under the universal service. The routing times for domestic mail are D+1 for priority mail and D+4 for economy mail. For both, 85% of the mail needs to be delivered within the set routing time. For cross-border priority mail, 85% needs to be delivered within 3 days (J+3). The quality of service is monitored by the NRA and is consistent with CEN standards. Transit times are met by Norway Post.	The NRA of Norway is the Norwegian Post and Telecommunication Authority (NPT). The powers of NPT are mainly limited to data collection and levying fines. In 2005, the total staff of PT dealing with postal supervision was five FTE.

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POLAND	Office of Electronic Communication (UKE)	<p>The Polish market is characterised by:</p> <ul style="list-style-type: none"> (i) The fact that Poland is a large country with an average population density; (ii) A growing volume of the market, especially in the unaddressed segment; (iii) The reserved area encloses items of correspondence but also direct mail; (iv) Comparatively low quality performance of Polish Post. 	<p>The universal service is in line with the Directives. The universal service should be provided for domestic and international traffic on the territory of the Republic of Poland, in a consistent way on comparable conditions and at affordable prices, maintaining the quality required by law and ensuring emptying the mail boxes and delivery of the postal items at least on every working day and not less than five days a week. The universal service provider can obtain a subsidy if there appears a loss on the universal service.</p>	<p>The reserved area covers: (i) domestic mail: the clearance, transport and delivery of items with correspondence and direct mail up to 50g; (ii) international mail: the clearance, transport and delivery of items up to 50g; and (iii) domestic and international mail: postal money orders. Items of correspondence are defined as 'information recorded on any available material carrier, (...) with the address inserted by the sender, with the exclusion of books, catalogues and press magazines.'</p>	<p>Postal activity with respect to the clearance, transport and delivery of postal items within the universal postal service as well as items for blind persons, requires a license. For services outside the universal service postal operators do not need a license, but have to be registered on the basis of a written application. This register is also governed by the NRA. No specific provisions are made in the law concerning regulated or negotiated upstream or downstream access. Provisions for transparent and non-discriminatory access are not mentioned in the regulatory framework. In practice there is no demand for either (yet).</p>	<p>Ex-ante price regulation of the reserved and USO services has been introduced since 2008 (article 51 Postal Act 2003). There is no price-cap regulation, but the prices of universal services should be cost based (article 50 Postal Act 2003). Polish Post is required to keep an accounting system separately for each service from the reserved area as well as altogether for non-reserved services (while making a distinction between universal postal services and services outside the universal service).</p>	<p>A study on transit times between November 2006 and December 2006 showed that only the requirements for transactional mail for D+3 was met. Polish Post also did not meet the requirements for direct mail. The (under)performance was influenced by strikes of mail dispatchers and postmen in November and December 2006.</p>	<p>Since January 2006, the Office of Electronic Communication (UKE) is the responsible NRA. Before 2006, the regulatory function was governed by URTIP (Office of the President of Telecommunications and Post Regulation). At the end of 2006 a total of 28 staff-members were responsible for postal market regulation, 12 people in the head office and 16 people in the regional offices.</p>

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PORTUGAL	ANACOM - National Communications Authority	<p>The Portuguese postal market (in comparison to other European countries) is characterised by:</p> <ul style="list-style-type: none"> (i) Average population density; (ii) Average mail per capita volumes; (iii) Direct mail as well as inbound and outbound cross border mail are included in the reserved area; (iv) A VAT exemption for CTT on all postal services;⁷ (v) Price ceilings and quality standards are determined on the basis of a negotiation between the NRA and the NPO in so-called Conventions. <p>CTT provides a wide spectrum of services throughout Portugal, while private operators mainly provide services in urban areas. Other providers (outside the CTT Group) with a licence to distribute correspondence mail mainly focus on delivery of non-reserved items of correspondence, but their market share is small.</p>	The USO complies with the Directives and is carried out by incumbent CTT.	<p>The reserved area was reduced to 50g at 1 January 2006. Future regulatory developments will be according to the new Postal Directive (Directive 2008/6/EC).</p> <p>Direct mail and cross-border mail (in- and outbound) are part of the reserved area.</p>	(i) Irrespective of the turnover level, a fee of 10,000 Euro must be paid for a licence (for the rest, obtaining a licence is relatively easy); (ii) network access can be provided to all levels in line with the principles of cost-orientation, nondiscrimination transparency and uniform application (if no access has been granted).	(i) Tariffs for reserved services need to be cost-based, transparent, nondiscriminatory and uniform; (ii) there is a price-cap system based on costs; (iii) in the 2006 price convention it was determined that the weighted average of prices for reserved services was allowed to increase based on the consumer price index minus 0.3%.	(i) The indicators of the quality of service apply to the conveyance time for priority and non-priority mail, for newspapers and periodical publications, for postal packages and for cross border mail; (ii) there are also quality standards for services provided at post offices, front desks, posts and other postal establishments, measured by the waiting time in queue; (iii) in 2007 the targets were met.	ICP - Autoridade Nacional de Comunicações (ICP-ANACOM) is a corporate entity which is the regulatory body for communication services. It's regulatory functions include: Issuing licences and supervising implementation of the conditions laid down in these licenses; establishing the tariff calculation methodology and approve tariffs; arranging out-of-court settlements in case of disputes; equiring data and undertaking studies; monitoring the quality and prices of universal service; overseeing compliance by postal service operators with the legal and regulatory provisions associated to the activity and the application of respective sanctions.

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Sources: Adapted From Main Developments in the Postal Sector (2006-2008) Country Sheet - ECORYS Nederland BV

Country	Regulator	Mail market characteristics	Universal service and its financing	Reserved Area	Licensing and network access	Tariff principles and transparency of accounts	Quality of services	The national regulatory authority
ROMANIA	Romanian Regulatory Authority for Communication (ANRC)	The Romanian postal market is characterised by: (i) A mixed geographical terrain, ranging from flatlands to mountainous terrain with a population density below the European average and a low degree of urbanisation; (ii) Low mail volumes per capita; and (iii) Low regulatory interference.	The universal service consists of letter mail items up to 2 kilograms and domestic and international parcels up to 20 kilograms.	The reserved area consists of domestic and both incoming and outgoing cross-border mail items up to 50 grams or 2.5 times the 'stamp rate' and includes direct mail.	A licence is required for provision of services in the universal service area, an authorisation is required for the provision of postal services outside the universal service area. There are no significant barriers to entry connected to the licensing conditions. There is no mandatory access to the network of postal operators.	Tariffs for universal services have to be submitted for approval to the NRA. These tariffs must be affordable, transparent, non-discriminatory and cost-oriented. To check compliance with the cost-orientation obligation within the USO, Posta Romana obliged to have a separate accounting system, based on the internal cost accounting system and meant to separate the activities within the scope of universal service from the activities outside the scope of universal service, as well as the reserved from the non-reserved activities.	The standards for transit times are 85% for D+1 and 97% for D+2 for domestic mail. For international mail, the standards are 85% J+3 and 97% J+5. Monitoring is conducted by an independent monitor and in compliance with CEN standards.	The NRA of Romania is ANRCTI. ANRCTI has nearly full regulatory powers. There is no information on the number of FTE working at the postal unit of ANRCTI.

Appendix C. National Regulatory Authority Information (EU Member Information)

Sources: Adapted From Main Developments in the Postal Sector (2006-2008) Country Sheet - ECORYS Nederland BV

Country	Regulator	Mail market characteristics	Universal service and its financing	Reserved Area	Licensing and network access	Tarrif principles and transparency of accounts	Quality of services	The national regulatory authority
SLOVAKIA	Slovak National Regulatory Authority	(i) The country is not densely populated (110 inhabitants/km ²); (ii) The reserved area encloses all items of correspondence up to 50g including direct mail, but excluding books, catalogues, newspapers, and periodicals; (iii) Inbound correspondence and direct mail up to 50g are free if such an item is distributed within the domestic service by a postal company that has collected this item abroad; (iv) The current total volume of the addressed mail market is, with 280 million items, rather limited; inhabitants receive only 44 (addressed) letter mail items per capita. TNT observes that the Slovak market seems to surpass 'normal' market development trends; transactional mail volumes seem to decline. This observation is not confirmed by the NRA and the NPO. According to them transactional mail volumes are growing, despite e-substitution.	In 2002, the universal service obligation was designated to Slovenská pošta, A.S. The costs of the universal service are assessed by a costing model allocation using the so-called ABC method. Before the cost allocation, the economically non-justified costs are excluded from the allocation. The net cost of the universal service obligation has not been calculated yet.	The reserved area encloses all items of correspondence up to 50g, including direct mail. Books, catalogues, newspapers, and periodicals are not regarded as items of correspondence. Also outbound cross-border mail is part of the reserved area. Inbound correspondence and direct mail up to 50g are free if such an item is distributed within the domestic service by a postal company that has collected this item abroad.	The authorisation for delivering universal services was granted to Slovenská pošta, a.s. There are 21 registered operators who are allowed to operate within the universal service and outside the reserved area. The Postal Act 2001 does not give the opportunity for postal operators other than Slovenská pošta, a.s. (the license holder) to use the public postal network. However, access to the postal network can be negotiated.	Postal services included in universal service (and the execution of the postal payment service) are subject to ex-ante price regulation on a costplus basis. The NRA regulates prices on the basis of objective results of the past year and expected developments in costs for the next year. The NRA designates the level of economically justified costs (non-justified costs are excluded from the calculation) adjusted for inflation and the profit level. The NRA uses these to set the maximum prices for the next period. Transparency of accounts is ensured by the costing model using the ABC method and by analytical accounting of revenues with separated accounts for universal services and other services.	The quality requirements regarding universal services are laid down in the annex of the postal license of Slovenská pošta, a.s. and include requirements with regard to the transit time, the accessibility of postal services and information on the universal service, security of the items and handling of complaints. In 2006, 96.5% of the 1st class letters were delivered the next day.	The national regulatory authority is the Postal Regulatory Office which has a full set of regulatory powers. In 2006, 12 people in the NRA were dealing with postal affairs.

Appendix C. National Regulatory Authority Information (EU Member Information)

Sources: Adapted From Main Developments in the Postal Sector (2006-2008) Country Sheet - ECORYS Nederland BV

Country	Regulator	Mail market characteristics	Universal service and its financing	Reserved Area	Licensing and network access	Tarrif principles and transparency of accounts	Quality of services	The national regulatory authority
SLOVENIA	Post and Electronic Communications Agency of the Republic of Slovenia	<p>The mail market in Slovenia is characterised by:</p> <p>(i) It is a small country with mountains and forest with a small population and average population density;</p> <p>(ii) A relatively high level of addressed mail per capita;</p> <p>(iii) Little regulatory interference;</p> <p>(iv) Liberalisation of direct mail in 2004.</p>	<p>The Slovenian universal postal service includes the following services:</p> <ul style="list-style-type: none"> • routing of postal items weighing up to 2 kg; • routing of postal parcels weighing up to 20 kg; • services for registered items and insured items; and • routing of postal items for the blind and partially sighted persons. <p>The USP is entitled to compensation if the costs incurred by the provision of universal services exceed the income from these services and if these differences cannot be covered with income generated through the provision of reserved postal services.</p>	<p>The reserved area consists of ordinary correspondence up to 50g, both domestic and cross-border (inbound and outbound), with the exception of direct mail which was fully liberalised in 2004.</p>	<p>The Slovenian postal law requires operators to acquire a licence in order to provide universal postal services. In 2007, 11 licenses have been granted. The licensing conditions are light.</p>	<p>Services in the universal service area are subject to price control. Prices should be based on the costs of an effective provision of the universal service.</p> <p>The NRA supervises and ensures the conformity of the accounting system employed by Pošta Slovenije through an independent institution.</p>	<p>Universal services are subject to regulated transit times. Of domestic correspondence items, delivery requirements for at least 95% are one working day (D+1) and at least 99.5% of domestic correspondence items two working days (D+2). Standards for cross-border mail are in line with the Directive: delivery requirements for 85% of mail is three days (D+3), 97% is five days (D+5). Revised transit time measurement results in 2006 shows that 88.0% of domestic correspondence items were within one working day (D+1) and 98.4% of correspondence items in two working days (D+2). Measurement is carried out by an independent auditor per 2006 and is in line with EN 13850.</p>	<p>The NRA of Slovenia is the Post and Electronic Communications Agency of the Republic of Slovenia (APEK). APEK is an independent regulatory body and has a full range of regulatory powers. In 2007, five staff members were employed with a main focus on postal services.</p>

Appendix C. National Regulatory Authority Information (EU Member Information)

Sources: Adapted From Main Developments in the Postal Sector (2006-2008) Country Sheet - ECORYS Nederland BV

Country	Regulator	Mail market characteristics	Universal service and its financing	Reserved Area	Licensing and network access	Tarrif principles and transparency of accounts	Quality of services	The national regulatory authority
SPAIN	Subdirección General de Regulación de los Servicios Postales	<p>The following characteristics are important for the dynamics in the Spanish mail market:</p> <p>(i) Spain is the second largest country in the EU with a relatively low population density unequally distributed over the country;</p> <p>(ii) Domestic intra-city mail is not part of the reserved area, and in addition, there are no bulk mail arrangements, which de facto means that direct mail is liberalised (both inbound and outbound cross-border mail less than 50g are however part of the reserved area);</p> <p>(iii) The VAT exemption of Correos is limited to the reserved services, implying that there is – in this respect – a level playing field in the liberalised part of the market.</p>	<p>The NRA has a fairly broad definition of the USO being defined as an ensemble of postal services of a determined quality, permanently available throughout Spain at affordable prices. Recently, the Government has given Correos the permission to abandon deliveries to homes that are more than 250 metres from a main road.</p> <p>The NRA reported that in 2005 the “cost” of the USO was 221 million euro and the state provided funding of 91 million euro or 41% of the cost. In 2006, the budget allocation of the government totalled € 93m and in 2007 the figure earmarked to the postal service amounted to € 95m.</p>	<p>The Spanish postal market is already liberalised to a greater extent than most other EU Member States: domestic intra-city mail is not part of the reserved area and direct mail delivery has always been open to competition. The delivery of items of correspondence with a weight level of less than 50 grams and less than two and a half times the basic tariff is still reserved for intercity mail and cross border mail.</p>	<p>The NRA issues both Singular Administrative Authorisations and General Administrative Authorisations (to offer postal services that are not included in the sphere of the universal service). There are two types of service in each category,</p> <p>(i) urban areas and (ii) urban and international areas.</p> <p>In 2007, a mandatory access regime has been imposed on Correos.</p>	<p>With regards to the reserved area, any price changes must be authorised by the NRA, whilst in terms of the non reserved USO area, the NRA reserves the right to set maximum prices, although, to date, it has not done so. For those services that are non-reserved, non-USO the NPO is free to set prices within market conditions.</p> <p>Regulatory accounts are produced for the NRA but not published publicly in detail</p>	<p>The NRA sets standards in accordance with the Postal Directive and the NPO publishes results within its annual report. The results are presented in two forms, one of internal measurement and one using external services, which appears to be in conformance to CEN standards</p>	<p>The NRA will be the National Postal Sector Commission whose main powers are managing the registry of postal operators data collection, setting QoS targets, conflict resolution, access conditions, establishing net cost of the USO inspection and control over the postal market and checking the regulatory accounts.</p> <p>Currently these responsibilities are with the Ministerio de Formento which also has responsibilities for postal and telegraphic services, postal service policies, authorising postal prices within the reserved area and international postal issues.</p> <p>40 staff deal with postal affairs</p>

Appendix C. National Regulatory Authority Information (EU Member Information)

Sources: Adapted From Main Developments in the Postal Sector (2006-2008) Country Sheet - ECORYS Nederland BV

Country	Regulator	Mail market characteristics	Universal service and its financing	Reserved Area	Licensing and network access	Tarrif principles and transparency of accounts	Quality of services	The national regulatory authority
SWEDEN	Swedish National Post and Telecom Agency (Post- och Telesysterisen)	(i) Sweden is a large country with relatively low population density. The barriers to develop a nationwide delivery network are hence relatively large. However, the ten largest cities in the country house the majority of Swedish inhabitants while the three largest cities account for more than two million people; (ii) From a legal perspective, entry to the market is relatively easy. Providing postal services requires a licence, but obtaining a licence is relatively easy as the policy of the issuing authority, the national regulatory authority PTS, is to issue a license if there are no formal reasons to deny it. Formally, any postal operator can be required to provide the universal service, but it is commonly acknowledged that only Posten AB has the obligation to provide the USO.	The USO complies with the Directives and is carried out by incumbent Posten AB. There is no arrangement for the financing of the universal service, but certain services are (and can be) procured by the NRA.	The addressed mail market has been formally liberalised since 1993.	A licence is required to provide services for addressed mail up to 2 kg in envelopes or other wrapping. A licence is also required for postcards, individually addressed periodicals, magazines, newspapers, catalogues and books. License requirements are relatively easy to meet. Network access is available on a negotiated basis. Agreements between Posten AB and CityMail on access to PO boxes, redirection of mail and the change of address-database exist for many years.	Prices shall be reasonable and geared to costs. Single mail items shall be forwarded at a uniform tariff. In addition, there is a price cap for first class single items up to 500 grams. The price increases are capped by the consumer price index. The principles for regulation are in line with the Directive. Pricing shall be based on a transparent system for cost calculation which includes uniform and justified principles for the allocation of cost.	There are only standards for routing time. The standards for domestic routing time are: D+1: 85%, D+3: 97%. International routing times are in line with the Directive (J+3: 85%, J+5: 97%). All these standards are currently met.	The NRA is PTS. Their main powers are data collection, supervision and issuing regulation. Nine FTE are working at the postal unit of PTS.

Appendix C. National Regulatory Authority Information (EU Member Information)

Sources: Adapted From Main Developments in the Postal Sector (2006-2008) Country Sheet - ECORYS Nederland BV

Country	Regulator	Mail market characteristics	Universal service and its financing	Reserved Area	Licensing and network access	Tarrif principles and transparency of accounts	Quality of services	The national regulatory authority
UNITED KINGDOM	Postal Services Commission (Postcomm)	<p>(i) The population density is above the European average, but there are significant geographic areas that are low density with difficult accessibility;</p> <p>(ii) Downstream access is mandatory and access prices seem to be geared to cost of (downstream) delivery;</p> <p>(iii) Alternative local and regional delivery networks have not developed prior to full liberalisation in 2006;</p> <p>(iv) Royal Mail is exempt from charging VAT on all its services;</p> <p>(v) Addressed mail per capita volumes are above the European average; as from 2005 it appears that a long term decline has started in which addressed mail volumes fall by circa 1-3% per year.⁹</p>	<p>Collections and deliveries are six days per week.</p> <p>'Cost' of providing the USO (as opposed to the benefits of being the USO provider) are a key factor in the licensing regime (price control) for Royal Mail in the UK. USO definition is key factor in regulation of the UK postal market. Postcomm is taking views on the USO as part of its strategic review. Royal Mail would like the scope to be reduced to first and second class stamped mail, standard parcels (and a registered and insured product as required by the Directive) but is opposed to a reduction in USO activities or in service quality. NRA has undertaken a study to assess the costs and benefits to NPO of potential changes to the USO specification. te: Information from Royal Mail)</p>	The UK postal market is fully liberalised since 1 January 2006.	A licence enables but does not require the delivery of addressed mail in the UK (no licence is needed to offer international outbound mail services). The framework was introduced January 2006 (date of full liberalisation) and amended January 2008. Applies to all operators, but with additional requirements on Royal Mail including strict price and quality requirements. The licensed area covers most types of mail (excluding unaddressed mail) weighing less than 350 grams or costing less than £1. Access to Royal Mail's postal facilities is open to customers and other postal operators on a negotiated basis and on transparent and non-discriminatory grounds as per the terms of the Directive. According to Postcomm, the access price should be based on the cost of downstream delivery.	Royal Mail is required to operate within the pricing framework defined in Condition 21 (previously Condition 19) of its Licence. Royal Mail's price control is in the form of RPI – x, across two baskets (a) Captive and (b) Non Captive, each with a price rebalancing sub-cap element. The detail of the pricing framework is reviewed periodically. Regulatory accounts are produced and published in detail.	Condition 4 of Royal Mail's Licence specifies service standards and levels of compensation. The range of measures set is very extensive.	NRA is the Postal Services Commission, Postcomm with annual budget of £10m (€14m); they have circa 66 staff and funded by licence fees. Postcomm has a full set of regulatory powers.

Appendix C. National Regulatory Authority Information (Additional Information from IPC Database)

Source: adapted from IPC Postal Regulatory Database - Country Directory 2009	Australia	Canada	Japan
Definition and products in USO	<p>Under Section 27 of the Australian Postal Corporation Act (1989), Australia Post must provide a universal letter service. Includes carriage and delivery at a uniform rate of standard postal articles (letters) up to 250g.</p> <p>(Note: There is an obligation on Australia Post, by virtue of the APC Act, to deliver inbound letterclass items up to 2 kg in weight (Australia Post is required to fulfill the Australian obligations of the Universal Postal Union treaty). This is not prescribed within the scope of the current USO by government.)</p>	<p>The provision of letter mail service at affordable rates and the provision of basic customary service in all parts of Canada. The provision of a standard of service that is similar with respect to communities of the same size. While no definition and scope of the USO is formally prescribed, Canada Post interprets its USO requirement as the collection and delivery of letters and parcels five days a week to all addresses and meeting a prescribed delivery standard (See below: quality requirements transit times).</p>	<p>Collection / delivery of postal items to all households. The objective is to provide postal services throughout the country in an equitable manner at the lowest possible rate</p>
Number of letterboxes required	<p>Minimum 10,000.</p> <p>*Letterboxes in Australia are also named 'street posting boxes', considered as facilities provided by Australia Post into which customers consign their mail for delivery by Australia Post</p>	<p>No prescribed requirements, though operational practice prescribes that letterboxes be conveniently located in high traffic areas in residential and business neighbourhoods.</p>	<p>The then level of letterboxes of FY 2003 must be maintained. (192,300 letterboxes are present as of FY 2007)</p>
Quality requirements transit times	<p>Intrastate: J+1: within metropolitan area of capital cities/within same city or town J+2: between metropolitan areas of capital cities and country locations J+2: between country locations Interstate: J+2: between metropolitan areas of capital cities J+3: between metropolitan areas of capital cities and country locations J+4: between country locations 94% of non-bulk letters must be delivered on time, in accordance with the prescribed timetable</p> <p>*Performance standard prescribed by regulation under section 28C of the Australian Postal Corporation Act (1989).</p>	<p>Letter mail: target is 96% performance for: J+2 business days within the same metropolitan area/community J+3 within the same province J+4 between provinces</p>	<p>Three days except for mail items addressed to remote islands and special mail services.</p>
Frequency of collection (weekly/daily)	<p>N/A</p>	<p>No prescribed requirement. Operational practice prescribes that street letter boxes are to be cleared at daily in high volume areas and a minimum of once per business day elsewhere.</p>	<p>At least once a day across the country (except remote islands)</p>

Appendix C. National Regulatory Authority Information (Additional Information from IPC Database)

Source: adapted from IPC Postal Regulatory Database - Country Directory 2009	Australia	Canada	Japan
Frequency of delivery (weekly/daily)	98% of delivery points to receive deliveries five days a week 99.7% of delivery points to receive deliveries no less than twice a week	No prescribed requirement, though operational practice prescribes five times per week, once a day - except for remote areas where the frequency of delivery may be less.	At least six days a week across the country (except national holidays)
Accounting requirements	The Financial Statements must be prepared in accordance with the applicable Finance Minister's Orders under the Commonwealth Authorities and Companies Act (1997). They are audited by the Commonwealth Auditor General.	Canada Post reports annually, at the request of the government, product category profitability that demonstrates exclusive privilege products, i.e. reserved area products, do not cross subsidize competitive services. These results are reviewed by external auditors who attest to their accuracy. The accounting and estimation of the cost of providing the USO is not formally prescribed.	Accounts of mail, parcels and international mail must be separated. Financial reports must be submitted to and approved by the Minister.
USO delivery points	None defined	Canada Post provides one free primary mode of delivery to all residential and business points of call in Canada. This is done using a variety of delivery modes including letter carrier service to the door, community mail boxes, postal lock boxes, contracted delivery personnel, and general delivery at postal counters.	Not defined
Number of post offices required	Minimum 4,000 retail outlets, of which 2,500 must be in rural and remote areas. In metropolitan areas, at least 90% of residences must be within 2.5km of a postal outlet. In non-metropolitan areas, at least 85% of residences must be within 7.5km of a postal outlet.	No prescribed requirement; however, in 1994, a moratorium on the closure or conversion to franchises of approximately 4,000 corporate retail outlets in Canada was put in place and is observed to present day.	The current level of the post office network must be maintained (24,064 post offices are present as of FY 2007)

Appendix C. National Regulatory Authority Information (Additional Information from IPC Database)

Source: adapted from IPC Postal Regulatory Database - Country Directory 2009		Australia	Canada	Japan
Complaint mechanisms		<p>Complaints can be made in person at any postal outlet, by telephone to Australia Post's Customer Contact Centres, in writing to the General Manager or Commercial Manager in each state or to the national Corporate Secretary. If customers are not satisfied with how the matter is handled, they can refer it to the Postal Industry Ombudsman (PIO). [The PIO also handles complaints about those private sector industry participants (couriers, private postal operators, international integrators) which have voluntarily joined the scheme]</p> <p>The Australian Competition and Consumer Commission (ACCC) can inquire into a dispute about the terms and conditions on which Post provides bulk mail services (including rate reductions).</p>	<p>Extensive corporate customer service processes are in place.</p> <p>In 1997, Canada Post created the independently operated Office of the Ombudsman to be the mechanism of appeal for customer complaints, once all Corporate customer service avenues of redress have been exhausted.</p> <p>http://www.ombudsmanforum.ca/</p> <p>Also, customers / interested parties may always contact the Minister responsible with their views/concerns. Canada Post is subject to all laws of general application</p>	<p>Ministry of Internal Affairs and Communications (MIC) provides an "administrative counselling" service.</p>
Other USO requirements		None	None	Discounted rates should be applied for mail items contributing such as mails for blind etc.
USO financing		Self-financing by internal cross subsidy within the reserved letters service	Self-financing entity. Contribution from reserved area and competitive products must be sufficient to cover fixed common costs of national postal service and generate approved target levels of earnings before interests and taxes and, return on equity. No compensation fund. No state subsidies of postal operations since 1988.	No government subsidies. No compensation fund.
	Scope of the reserved area	Letters up to 250g for delivery within Australia. (Sections 29 and 30 of the Australian Postal Corporation Act 1989)	Collection, transmission and delivery of letters (addressed) up to 500g within Canada (article 14(1) of the Canada Post Corporation Act). This covers outbound and inbound international letter mail.	None
	Standard letters	250 g	Letters up to 500g. Increases to the basic domestic letter rate up to and including 30g are set by a price-cap formula defined in the regulations (basically, two-thirds of inflation as measured by the Consumer Price Index). Other non-incentive letter rates (domestic and international) are set by regulations approved by Cabinet.	None

Appendix C. National Regulatory Authority Information (Additional Information from IPC Database)

Source: adapted from IPC Postal Regulatory Database - Country Directory 2009		Australia	Canada	Japan
Reserved Area	Direct mail	250 g	Letters up to 500g. This is a non-regulated mailing category domestically with incentive rates linked to mail preparation and volume.	None
	Outbound cross border mail	Not included in the reserved area	Included in the reserved area.	None
	Document exchange	Not included in the reserved area	Included in the reserved area.	None
	Exceptions to the above	All outward bound international letters, unaddressed mail, cargo letters, intra-corporate letters, document exchange and upstream services for bulk mail, newspapers, magazines, books and catalogues.	Catalogues, magazines, books. According to article 15 of the Canada Post Corporation Act there is also the exclusion of: (a) Letters carried incidentally and delivered to the addressee by a friend; (b) Commissions, affidavits, writs, processes or proceedings issued by a court of justice; (c) Letters lawfully brought into Canada and posted thereafter; (d) Letters concerning delivery goods, carried by a common carrier without pay, reward, advantage or profit; (e) Urgent letters transmitted by a messenger for a fee at least equal to three times the regular rate of postage of similarly addressed letters weighing fifty grams; (f) Letters of any merchant or owner of a cargo vessel without pay, reward, advantage or profit; (g) Letters concerning the affairs of an organisation transmitted between offices of that organisation by an employee; (h) Letters transmitted by any electronic or optical means; (i) Letters transmitted by any foreign naval, army or air forces that are in Canada with the consent of the Government of Canada.	None
Licensing authority	N/A	N/A - no licensing	The postal services policy planning department and the regional bureau of telecommunications are in charge of licensing, approval and supervision related to correspondence delivery business.	
Licensed operators within the USO area	None	N/A	Japan Post is the Universal Service Provider, which is licensed by Postal Law.	

Appendix C. National Regulatory Authority Information (Additional Information from IPC Database)

Source: adapted from IPC Postal Regulatory Database - Country Directory 2009		Australia	Canada	Japan
Licensing	Licensed operators outside the USO area	There are other operators who are willing to carry and deliver addressed items that are not reserved to Australia Post, particularly for delivery in the capital cities where most of Australia's population resides. No licence is required.	N/A	Special Correspondence Delivery Service, which provides correspondence: <ul style="list-style-type: none"> • delivery services of one or a combination of the following mail items as stipulated in the Law Concerning Correspondence Delivery Provided by Private-Sector Operators: • mail items that have dimensions totaling more than 90 cm or weight over 4kg; • mail items that are to be delivered within three hours of being mailed; and • mail items that bear a delivery charge that exceeds the amount specified by an ordinance of the Ministry of Internal Affairs and Communications and is not less than 1,000 yen The number of licensed operators stands at 274 in November 2008.
	Access to the network	Australia Post provides prices for various levels of access to its network downstream from its post office acceptance points. No licence is required for this access but terms and conditions for lodgement and acceptance must be met.	N/A	N/A
Price Regulation	Price regulator	Changes to prices in the reserved letters area are subject to ACCC notification/inquiry. A proposed change in the price of the standard letter is also subject to Ministerial notification/review.		The Ministry of Internal Affairs and Communications
	Definition of scope	Reserved area		The objective of the postal service is to provide universal and equitable postal services at the least expensive rates possible.
	Process for price approval	The Board of Australia Post sets prices for its services and products, subject to certain limitations. Under s33 of the Australian Postal Corporation Act (1989), any change to the standard letter rate is subject to Ministerial notification/review. Under the Trade Practices Act (1974), Australia Post must notify the ACCC of any price increases for letter items within the reserved service. The ACCC has responsibility for reviewing such notifications.		Postal tariffs must be pre-notified to the Minister of MIC. Price of Third class (periodicals) and Fourth class mail (mail for blind etc.) must be approved by the Minister.
	Sanctions	N/A		N/A

Appendix C. National Regulatory Authority Information (Additional Information from IPC Database)

Source: adapted from IPC Postal Regulatory Database - Country Directory 2009			Australia	Canada	Japan
VAT levy on postal services and exemptions			Yes. VAT is levied on all postal services at 10 % (GST – Goods and Services Tax), except all international postal services that are sold in Australia and delivered in overseas markets. Exemptions also apply to delivery payments, payable by overseas postal administrations to Australia Post for the delivery of items that are sent into Australia in the UPU postal system. (GST, however, may be levied on items that come from overseas but are presented to Australia Post after the Customs barrier, essentially as a domestic lodgement.)	Yes. VAT (known in Canada as Goods and Services Tax or GST) at 5% is levied on all postal services except mail addressed to foreign destinations requiring total shipping charges of \$Can 5.00 or more (single item or a cumulative purchase), products ordered from and shipped directly by Canada Post to a foreign destination, such as Philatelic and Retail Products, and a few other products (e.g. Money Orders).	Yes. VAT is levied at 5% on all postal services (the same rate as other goods and services) except international mail.
VAT deduction on purchased goods and services			Domestic mail: Full deduction. International mail: For all goods and services purchased in Australia for the provision of an international mail service (full deduction).	Not specified.	
VAT rates applied to postal sector	Out of USO	competitor	10%(standard)	Federal Government GST at 5% is paid for the purchase of most goods and services. This applies to Canada Post (USO reserved; USO non reserved; out of USO) and to competitors.	5%
		USO provider	10%(standard)		5%
	USO non reserved	competitor	10%(standard)		5%
		USO provider	10%(standard)		5%
	USO reserved	competitor	N/A		
		USO provider	10%(standard)		
Future plans to abolish the VAT-exemptions			There are no plans that have been exposed by the Australian government to change the tax regime for GST purposes or to vary the level of GST imposed. A reasonable consultation period would be expected to be allowed if plans were to be advanced in this area.	N/A	

Appendix C. National Regulatory Authority Information (Additional Information from IPC Database)

Source: adapted from IPC Postal Regulatory Database - Country Directory 2009		Australia	Canada	Japan
USP Company Status	Ownership details	<p>Australian Post is a Government Business Enterprise, 100% owned by the Commonwealth of Australia.</p> <p>The Board is accountable to the Government of the day for Australia Post's overall performance and for ensuring that the Corporation performs its functions in a manner consistent with sound commercial practice. The Board sets the Corporation's key objectives and strategies through a rolling three-year Corporate Plan, which is submitted, annually to the Shareholder Ministers. Ministers may direct variations only to the financial target within the Plan, or to the strategies and policies for the fulfilment of Community Service Obligations. Progress against the plan is reported quarterly. http://www.auspost.com.au/</p>	<p>Federal Crown Corporation, established by the Canada Post Corporation Act on October 16, 1981. Canada Post is an agent of Her Majesty in right of Canada. As a Schedule III (II) Crown corporation under the Financial Administration Act, it competes with private sector firms, is expected to earn a return on equity and pay dividends, and is not dependent on government appropriations. http://www.canadapost.ca/</p>	<p>Privatised in October 2007 Japan Post Holdings Co., Ltd., a holding company, holds 100% share of Japan Post Service Co., Ltd. www.post.japanpost.jp/english/ New Government may change privatization direction</p>
	Status of Employees	<p>Staff are employed directly by Australia Post under terms and conditions determined by the Corporation.</p>	<p>Staff are employed directly by Canada Post are no longer Federal public service employees. Under the Canada Post Corporation Act, Canada Post is authorized to fix the terms and conditions of employment.</p>	<p>Non government official</p>
	Ministry responsible for postal sector	<p>The Minister for Broadband, Communications and the Digital Economy has portfolio responsibility for Australia Post. http://www.dbcde.gov.au/ Under a dual shareholder arrangement, overall responsibility is shared with the Minister for Finance and Deregulation. http://www.finance.gov.au/</p>	<p>The Minister responsible for Canada Post is appointed by the Government and is not tied to a specific department. Currently this position is held by the Minister of Transport, Infrastructure and Communities.</p>	<p>The Ministry of Internal Affairs and Communications http://www.soumu.go.jp/english/index.html</p>

Appendix C. National Regulatory Authority Information (Additional Information from IPC Database)

Source: adapted from IPC Postal Regulatory Database - Country Directory 2009		Australia	Canada	Japan	
Authority with effect on Postal Market	National regulatory authority	There is no industry-specific postal regulator. As indicated above, the Australian Competition and Consumer Commission (ACCC) has a particular role in relation to inquiry into proposed price increases for reserved letter services, and into any dispute about the terms and conditions of the bulk letter services (including associated rate reductions).	Canada Post is subject to a matrix of regulatory oversight. Canada Post reports to a Cabinet Minister designated as the Minister responsible for Canada Post. Canada Post must have its annual five year Corporate Plan and annual Operating and Capital Budgets, various restricted transactions, etc. approved by Cabinet. Since 1999, Canada Post is also required to conduct its affairs so as to achieve a Cabinet-approved set of private-sector comparable financial goals (return on equity, capital structure, dividend policy, etc.) and letter mail service standards that together form Canada Post's approved Policy Framework. The Government may issue directives to Canada Post. These directives must be tabled in Parliament and may provide compensation to Canada Post if they involve non-commercial action.	Ministry of Internal Affairs and Communications	
	Status of Postal Regulator	The ACCC is an independent statutory authority which administers the Trade Practices Act 1974 (TPA) and performs functions under other Commonwealth legislation and State and Territory Competition Policy Reform Acts. http://www.accc.gov.au/	Matrix of regulatory authorities discussed above	Government Ministry	
	Resourcing and budget	The ACCC consists of a Chairperson, full-time Commissioners and Associate and ex- officio Associate Commissioners. Total federal budget appropriations for the ACCC for the 2008-09 financial year are A\$181m.	N/A	General account budget	
	Key functions and powers	Monitoring provision of USO	Not defined	Yes	Yes
		Setting quality of standards	Prescribed performance standards are set under regulation by the portfolio Minister	Yes	Yes
		Maintaining the reserved area	No	Yes	No
		Ensuring accounting separation by PPO (Public Postal Operator)	Yes	Yes	No
Setting price control		Yes- review of proposed increases in prices in the reserved letters area	Yes	Yes	

Appendix C. National Regulatory Authority Information (Additional Information from IPC Database)

Source: adapted from IPC Postal Regulatory Database - Country Directory 2009		Australia	Canada	Japan
	Issuing licenses	No	Not applicable	Yes
	Ensuring compliance with licence	No	Not applicable	Yes
	Consumer organization		In 1997, Canada Post created the independently operated Office of the Ombudsman to be the mechanism of appeal for customer complaints, once all Corporate customer service avenues of redress have been exhausted. http://www.ombudsmanforum.ca/	None
Postal Legislation	Legislation in force	<ul style="list-style-type: none"> • Australian Postal Corporation Act (1989) • Australian Postal Corporation Amendment (Quarantine Inspection and Other Measure) Act 2007 • Commonwealth Authorities and Companies Act (1997) • Postal Industry Ombudsman Act (2006) 	Canada Post Corporation Act 1981 and related Regulations.	Postal Law (Law No. 165, 1947) <ul style="list-style-type: none"> • Law concerning Correspondence Delivery Provided by Private-Sector Operators (Law No. 99, 2002) • Established under the Japan Post Service Law (Law No. 99, 2005)
	European Legislation	-		None
	Legislation in preparation	None	N/A	None
	Case Law	Not disclosed	<ul style="list-style-type: none"> • Société canadienne des postes v. Postpar Inc., [1988] Q.J. No. 1726 (Q.S.C.C.D.) (QL). • Canada Post Corp. v. Registrar of Trade Marks et al. (1991), 40 C.P.R. (3th) 221 (F.C.T.D.). • Canada Post Corp. v. Welcome Wagon Ltd. (1997), 74 C.P.R. (3d) 343 (F.C.T.D.). • UPS v. Canada-statement of defence 07/02/2003 • Canada Post Corp. v. Key Mail Canada Inc., [2004] O.J. No. 3446 (Q.L.) • Canada Post Corp. (Respondent on Appeal) v. Key Mail Canada Inc. and Key Mail International Inc. (Appellant on Appeal), G3 Worldwide (Canada) Inc. c.o.b. Spring and Spring Canada, and Citicourier International Ltd. (Intervenors), [2005] O.J. No. 3653 (Q.L.), (leave to appeal to S.C.C. denied [2005] S.C.C.A. No. 422. 	N/A