

Study on the Impact of Certain Aspects of the Application of the Directive 97/67/EC on the Postal Sector

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The opinions expressed in this study are those of the authors and do not necessarily reflect the view of the European Commission.

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Conducted for the European Commission by

OMEGA
PARTNERS

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List of National Postal Operators

Country	National postal operator
Austria	Österreichische Post Ag
Belgium	La Poste
Denmark	Post Danmark
Finland	Suomen Posti Oy - Finland Post Ltd
France	La Poste
Germany	Deutsche Post
Greece	Hellenic Post - ELTA
Ireland	An Post
Italy	Poste Italiane SpA
Luxembourg	Entreprise des Postes & Telecommunications Luxembourg
Netherlands	Tnt Post Groep (TPG)
Portugal	CTT Correios de Portugal S.A.
Spain	Entidad Pública Empresarial Correos y Telégrafos
Sweden	Sweden Post Ltd - Posten AB
UK	Consignia

List of Postal Regulators

Country	Postal Regulator
Austria	Federal Minister of Transport, Innovation and Technology
Belgium	BIPT - Belgian Institute for Postal and Telecommunications Services
Denmark	Posttilsynet (Postal Supervisory Authority)
Finland	TAC - Telecommunications Administration Centre
France	Secrétariat d'Etat à l'Industrie/Services des Postes et des Personnels des Postes et Télécommunications
Germany	RegTP - Regulierungsbehörde für Telekommunikation und Post
Greece	Ministry of transport and Communication
Ireland	ODTR - Office of the Director of Telecommunication Regulation
Italy	Ministero delle Comunicazioni
Luxembourg	Ministère d'Etat: Service des Médias et des Communications
Netherlands	OPTA
Portugal	Instituto das Comunicações de Portugal
Spain	Ministerio de Fomento Unidad para la Ordenación de Postal
Sweden	PTS, The National Post and Telecom Agency
UK	Postcomm, The Postal Services Commission

List of Competent National Authorities for Complaints

Country	Competent National Authorities for Complaints
Austria	Ombudsman to De Post
Belgium	Ombudsman to De Post (or postal operator)
Denmark	Posttilsynet (Postal Supervisory Authority)
Finland	TAC - Telecommunications Administration Centre, Postal Administration (Claims for Compensation Consumer Office)
France	Secrétariat d'Etat à l'Industrie/Services des Postes et des Personnels des Postes et Télécommunications
Germany	RegTP - Regulierungsbehörde für Telekommunikation und Post
Greece	Ministry for Transport and Communication
Ireland	Office of the Ombudsman
Italy	Ministero delle Comunicazioni
Luxembourg	Institut Luxembourgeois de Regulation
Netherlands	OPTA
Portugal	Instituto das Comunicações de Portugal (ICP)
Spain	Ministerio de Fomento Unidad para la Ordenación de Postal
Sweden	National Board for Consumer Complaints
UK	Consumer Council for Postal Services

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Appendix Interview Issues

Universal Service Providers Issues

Issues for Universal Service Providers Interviews

Universal Service

1. Practical meaning of requirement for 'affordable prices for all users' (Article 3)
2. What, if any, consideration was given to geographic variations in the price for the universal service?
3. If not considered, why not?
4. Is the universal service being specified in such detail as to inhibit the adaptation of services to meet new customer requirements? (For example, timely rather than speedy delivery)
5. Is there scope for a lower level of universal service where costs are highest (For example, less frequent deliveries in rural areas in the UK)?
6. How will the provision of the universal service evolve in response to the needs of users (as required by Article 5.1)?
7. Will exceptions to the universal service increase or decrease?
8. How do you see new technology affecting the need for the universal service?
9. Have environmental factors (particularly liberalisation, the growth in mail volume and changes in the legal status of the USP/postal administration) had any effect on the national definition of the universal service?

Quality Standards

10. Appropriateness of quality standards set for the USP? (For example, are important dimensions of quality, such as the length of the 'quality tail' not covered?)
11. What are the incentives to achieve, or exceed, the quality standards set for the USP?
12. Could these incentives be improved in any way? (For example, making bonuses of management depend in part on the quality achieved)
13. What effect has the implementation of the Directive had on the provision and charges for special services (as defined in the 2000 proposal for a Directive to amend the 1997 Directive)

14. What changes to the handling of intra-Community cross-border mail were/are necessary to achieve the quality standards set by the Directive?
15. Has improved quality of service had an appreciable effect on the volume of cross-border traffic?
16. Have higher prices had an appreciable effect on the volume of cross border traffic?
17. Effect on important dimensions of quality not captured in quality standards (for example, has the "quality tail" increased?)
18. Has improved quality of service contributed to the growth in mail volume and, if so, which types of users have increased their demand for services? (It would be useful to have some input from Sales/Marketing managers on this question.)

**Quality Standards for Intra-Community Cross-Border Services
(Article 16 and Annex)**

19. Did/does compliance with the standards for intra-Community cross-border services require improvements in the quality achieved for national mail?
20. Did/does compliance with the standards for intra-Community cross-border services lead to changes in the quality standards set for national mail?

Compensation Fund (Article 9.4)

21. What view is taken of the national provisions for financing the universal service?
22. Extent of national debate on financing the universal service
23. Reasons why there are or are not legislative provisions for compensation fund

Where legislative provisions for compensation fund exists

24. View of whether a compensation fund will actually be introduced and, if so, what effects it is likely to have (for example, enabling more liberalisation or inhibiting entry)

Complaints (Article 19)

25. What changes were required to the previous complaint procedure and provisions for redress to comply with the Directive (or were introduced in anticipation of the Directive)?
26. Is the complaint procedure seen as being, on balance, of value to the USP in making it aware of service problems or as an unnecessary administrative burden?
27. What effect would the November 2000 proposals to extend Article 19 to services outside the scope of the universal service have?
28. Will changes be required to existing procedures for the measurement of complaints and redress to comply with the draft European standard?

National Regulatory Authorities (and their independence) Article 22

29. How would you characterise the relationship with National Regulatory Authorities (including the Ministry where this is a NRA)?
30. Are there any institutional links with NRAs (including indirect links through the Ministry)?
31. How effectively is any overlap in the jurisdiction of NRAs and other regulatory bodies, such as the general competition authority, dealt with?

Authorisation and Licensing Systems

32. Has the requirement to have a licence caused any particular problems?

USPs

General Issues

Summary of overall impact of relevant aspects of Directive

This is really putting together the five parts of question 9 and might be dealt with in going through the questionnaire.

How much of change which has occurred would have occurred without Community postal policy?

Did change due to Community postal policy have any economic impact?

For example, did competition increase because of licensing or did the market or USP's market share, perhaps particularly cross-border, expand because of higher quality?

Implementation elsewhere

Any view of good or bad implementation in other Member States

What are the objectives of the USP?

Possible probes

How important are financial objectives?

How important are service objectives?

How do you measure your success?

Can you state your primary objective?

How would you describe your relationship with the NRA?

Note: The issue here is how regulation works

Possible probes

Do you have arguments?

Have you been dissatisfied with their decisions?

Ask for an example of an argument/dissatisfaction

How are arguments/disagreements resolved?

(Note: This is a question of how issues which do not go to appeal are settled rather than about the right of appeal)

Would the Ministry be concerned if you had a serious disagreement with the NRA?

How would you describe your relationship with the Ministry?

Note: The issue here is how the Government fulfils its ownership role, but the Government may also be involved even if it has no ownership of the USP

Possible probes

What does the Ministry want from you?

What role would the Ministry have if you wanted to cut jobs?

What role would the Ministry have in changes to the location of jobs?
(Note: This relates to sorting centres – an example is Royal Mail's 1999 proposal to close the Liverpool sorting centre)

In Germany the state governments are more likely than the federal government to be concerned about jobs

How much does Ministry monitor whatever it wants?

What happens if you fail to meet the Ministry's targets?

Have you recently failed to meet any of the targets?
(Note: I have financial targets in mind, as service standards come under regulation)

What happened?

Efficiency

What is your view of your responsiveness to customer needs relative to other USPs?

If appropriate ask for most responsive USPs

What is your view of your efficiency relative to other USPs?

If appropriate ask for most efficient USPs

Do you employ more people than you need to?

Do employment terms still reflect civil service conditions rather than normal labour market conditions?

Is efficiency limited by Government intervention?
e.g. past or present pressure to increase or maintain employment
(This may have been covered under Government relations)

What is your view of ways of guaranteeing the universal service?

- German system of tendering for loss-making parts
- Reserved area
- Compensation fund

Note: This may well come up earlier in interview

Vision of future of postal service in country and EU

Say ten years on - could there be two or three delivery services in many urban areas?

Concern about loss of economies of scale?

Problems of interconnecting different networks?

Large investments by USPs in setting up mail services in other Member States (as with parcels)?

National Regulator Authority Issues

Issues for National Regulatory Authorities Interviews

Implementation of Directive

1. Has the Directive been fully implemented?
(Prompt - Check our understanding of how Directive has been transposed into national law and how it has been implemented)
2. Is the NRA dissatisfied with any aspect of the way in which the Directive has been implemented?

Universal Service

3. Practical meaning of requirement for 'affordable prices for all users'
(Article 3)
4. What, if any, consideration was given to geographic variations in the price for the universal service?
5. If not considered, why not?
6. Is the universal service being specified in such detail as to inhibit the adaptation of services to meet new customer requirements?
(For example, timely rather than speedy delivery)
7. Is there scope for a lower level of universal service where costs are highest
(For example, less frequent deliveries in rural areas in the UK)?
8. How will the provision of the universal service evolve in response to the needs of users (as required by Article 5.1)?
9. Will exceptions to the universal service increase or decrease?
10. How do you see new technology affecting the need for the universal service?
11. Have environmental factors (particularly liberalisation, the growth in mail volume and changes in the legal status of the USP/postal administration) had any effect on the national definition of the universal service?

Quality Standards

12. Appropriateness of quality standards set for the USP?
(For example, are important dimensions of quality, such as the length of the 'quality tail' not covered?)
13. What are the incentives to achieve, or exceed, the quality standards set for the USP?
14. Could these incentives be improved in any way?
(For example, making bonuses of management depend in part on the quality achieved)
15. What effect has the implementation of the Directive had on the provision and charges for special services (as defined in the 2000 proposal for a Directive to amend the 1997 Directive)
16. What changes to the handling of intra-Community cross-border mail were/are necessary to achieve the quality standards set by the Directive?
17. Effect on important dimensions of quality not captured in quality standards (for example, has the "quality tail" increased?)
18. Has improved quality of service contributed to the growth in mail volume and, if so, which types of users have increased their demand for services?
(It would be useful to have some input from Sales/Marketing managers on this question.)

Quality Standards for Intra-Community Cross-Border Services (Article 16 and Annex)

19. Did/does compliance with the standards for intra-Community cross-border services require improvements in the quality achieved for national mail?
20. Did/does compliance with the standards for intra-Community cross-border services lead to changes in the quality standards set for national mail?

Compensation Fund (Article 9.4)

21. What view is taken of the national provisions for financing the universal service?
22. Extent of national debate on financing the universal service

23. Reasons why there are or are not legislative provisions for compensation fund

Where legislative provisions for compensation fund exists

24. View of whether a compensation fund will actually be introduced and, if so, what effects it is likely to have (for example, enabling more liberalisation or inhibiting entry)

Complaints (Article 19)

25. What changes were required to the previous complaint procedure and provisions for redress to comply with the Directive (or were introduced in anticipation of the Directive)?
26. What effect would the November 2000 proposals to extend Article 19 to services outside the scope of the universal service have?
27. Will changes be required to existing procedures for the measurement of complaints and redress to comply with the draft European standard?

National Regulatory Authorities (and their independence) Article 22

28. How would you characterise the NRA's relationship with the responsible Ministry?
29. Are there any institutional links with the USP (including indirect links through the Ministry)?
30. How effectively is any overlap in the jurisdiction of NRAs and other regulatory bodies, such as the general competition authority dealt with?

Authorisation and Licensing Systems

31. Have there been any concerns about the clarity and transparency of the licensing and authorisation procedure?
32. Is there scope for changing the balance between general authorisations and individual licences?
33. Are/will the terms of licences be used to ensure compliance with competition law and, if not, how will compliance be ensured?

NRAs

Overall impact of relevant aspects of Directive

This is really a combination of the five parts of question 9 of the USP questionnaire, which are not tackled so directly in the USP questionnaire. They might be treated as a summary of the questionnaire, and asked individually.

How much of change which has occurred would have occurred without Community postal policy?

Did change due to Community postal policy have any economic impact?

For example, did competition increase because of licensing or did the market or USP's market share, perhaps particularly cross-border, expand because of higher quality?

Implementation elsewhere

Any view of good or bad implementation in other Member States

Particular problems in regulating

Adequate powers?

Adequate resources?

Overlap of regulation (eg competition authority)

What was most difficult or controversial issue the NRA has had to decide?

What problems did you have in dealing with this issue?

How would you describe your relationship with the USP?

Note: The issue here is how regulation works

Possible probes

Do you have arguments?

Have you been dissatisfied with their decisions?

Ask for an example of an argument/dissatisfaction
How are arguments/disagreements resolved?

(Note: This is a question of how issues that do not go to appeal are settled rather than about the right of appeal)

Would the Ministry be concerned if you had a serious disagreement with the USP?

How would you describe your relationship with the Government?

Note: If regulator part of Ministry, this issue is one of the interaction of the Government's regulatory and ownership (stakeholder if not owner) roles

Role of Government in decisions?

View of efficiency of national postal operator

Do they employ more people than they need to?

Do employment terms still reflect civil service conditions rather than normal labour market conditions?

How does performance vary between different sorting centres and delivery areas?

How do they compare with USPs in other member states?

How to improve efficiency if little competition

Threat of entry sufficient to ensure adequate pressure for efficiency?
Pressure from possibility of licensed entry in the UK in 1980s and in Finland since 1994?

Targets for efficiency improvements implicit in price cap set by regulator

Contracting out of delivery offices and sorting offices by USP, as with post offices (applied to prisons in UK but still part of single prison network)

What is your view of ways of guaranteeing the universal service?

- German system of tendering for loss-making parts
- Reserved area
- Compensation fund

Note: This may well come up earlier in interview

Vision of future of postal service in country and EU

Say ten years on - could there be two or three delivery services in many urban areas?

Concern about loss of economies of scale?

Problems of interconnecting different networks?

Large investments by USPs in setting up mail services in other Member States (as with parcels)?

National Consumer Association Issues

Issues for National Customers Associations Interviews

Implementation of Directive

- Has the Directive been fully implemented?
- Is the Association dissatisfied with any aspect of the way in which the Directive has been implemented?

Universal Service

- Are consumers' needs changing?
- How important is the universal postal service in enabling services, such as postbuses, in areas of low population density?
- Will information technology create scope for replacing the universal service?
- Is the Association concerned about exceptions to the universal service obligation?
- Is the Association satisfied with the national definition of the universal service?
- Is the lack of flexibility of the definition seen as a problem? What views does the Association take of the practical effect of liberalisation on the universal service?
- Any concern about density of access and contact points?

Guarantee of Universal Service/Compensation Fund

- Does the Association see any practical problems in guaranteeing a uniform price for the universal service?
- Does the Association have a view on how other Member States have provided for compensation funds?
- Where there is no national provision for a compensation fund, how does the Association see a uniform price for the universal service being guaranteed after full liberalisation?

Domestic Quality

- Is the Association satisfied with the national implementation of quality standards and monitoring?
- Are harmonised methods of measurement of the quality of service and regular publication of results necessary where there is competition?
- Are the principles for targets in the Directive appropriate for consumers?
- If so, will they continue to be appropriate for consumers?
- Has the Directive's quality provisions, or their national implementation, made a real difference?

- Will Community and national provisions on domestic quality continue to be necessary after full liberalisation?

Cross-border Quality

- Does the Association feel that the quality target for cross-border mail in the Annex to the Directive had any influence on the REIMS agreement?
- Any future role for the Community in cross-border quality (other than DG Comp's role in policing agreements which fix prices)?

Complaints and Redress

- Does the Association have any experience of problems with procedures involving cross-border services?
- How do the complaints and redress procedures in the postal sector compare with those in other services of general interest?
- In the long-run should the postal sector continue to have specific Community rules on complaints and redress or will general rules for services of general interest and cross-border services be sufficient?
- Are there any examples of improved redress provisions being of value to consumers?
- Should the Community do more on redress?

Licensing and authorisation systems

- Does the Association have any concerns about national variations in the licensing of postal operators?

National Regulatory Authorities

- Is the Association satisfied with the independence of National Regulatory Authorities?
- Should economic regulation aim to promote competition or merely to prevent abuse of a dominant position?

Economic Impact

- Can the Association say anything about the economic impact of the aspects of the Directive covered in the Study?
- For example, has the Directive, or its national implementation, assisted the development of the Single Market?
- Is the low level of cross-border sales primarily due to national differences, such as cultural, legal, fiscal and administrative (non-postal) barriers, rather than to differing postal performance levels and regulations?
- Should Community postal policy do more to develop the Single Market?

Private Postal Providers Issues

Issues for Interviews – Private Postal Providers

1. How do you see competition developing in the postal sector over the next few years?
2. Is the national definition of the universal service a serious issue for private providers? (For example, are there concerns about the effect of financing too comprehensive and expensive a service either through a compensation fund or a large reserved area?)
3. How well does the separation of the provision of the universal service from its regulation work in practice? [Probe any reasons given for dissatisfaction.]
4. How effectively is the universal service provider regulated? [Probe any reasons given for dissatisfaction.]
5. How restrictive are the conditions attached to general authorisations for the postal sector (excluding the extent of the authorisation to handle mail)? [Probe any reasons given for dissatisfaction.]
6. How restrictive are the conditions contained in licences for the postal sector (excluding conditions on what mail may be handled)? [Probe any reasons given for dissatisfaction.]
7. How well does the procedure for issuing licences operate? [Probe any reasons given for dissatisfaction.]
8. Leaving aside the issues already covered, do other aspects of the regulation of private providers inhibit the success of private operators? [Probe any areas of dissatisfaction.]
9. How much of an issue for private providers is independent, external monitoring of their quality of service? [Probe any areas of dissatisfaction.]

If no national provision for a compensation fund

10. A) What consideration has been given to the establishment of a compensation fund?

Or)

If national provision for a compensation fund

- Bi) What factors led to the provision for a compensation fund?
- Bii) If interviewee does not expect that a compensation fund to be set up, Why not?

11. What are your views on the principle of a compensation fund [and on any national provision for a compensation fund]?
[Probe any reasons given for dissatisfaction with national arrangements.]

**Study on the Impact of Certain Aspects
of the Application of the Directive
97/67/EC
on the Postal Sector**

Final Report

Questionnaires

Universal Service Provider Questionnaire

Universal Service Providers

Note: Please indicate if any answers are commercially confidential.

Background information

1. Please give estimates of the USP's current market shares for the following, defining markets according to the national definition of the universal service

- Letters by volume
- Letters by value
- Parcels by volume
- Parcels by value

If you are not giving estimates of the USP's current market share, please give the most recent figures for market shares available and give the period(s) to which these market shares relate

2. What average annual growth do you expect in total national letters volume in the period 2001 to 2004?

3. What average annual growth do you expect in total national parcels volume in the period 2001 to 2004?

4. Please give a current estimate of the share of the letters market, defined according to the national definition of the universal service, open to competition.

5. Has any decision been taken to change the extent to which the letters market, defined according to the national definition of the universal service, is open to competition? Yes/No

If Yes, please indicate the definite or expected date(s) from which these change(s) will take effect and the percentage of the market which will then be open to competition

Definite date	Expected date	Percentage open to competition
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

6. What percentage of the USP is owned by the Government? _____

If percentage is not zero

Please name the Ministry and section of the Ministry which carries out the day-to-day responsibilities of the Government as (part) owner of the USP

7. Has any decision been taken to change the percentage of the USP owned by the Government?

Yes/No

If Yes, please indicate the definite or expected date(s) from which these change(s) will take effect and the percentage of the USP which will then be owned by the Government?

Definite date Expected date Percentage Government owned

Definite date	Expected date	Percentage Government owned

8. Please complete the following table for letters within the universal service

Domestic(1)	2000						
<i>Household - household</i>							
Household - business							
Business - business							
Business - household							
Total USP domestic							
Total domestic							
Cross-border	1994	1995	1996	1997	1998	1999	2000
Outgoing mail to EU members (2)							
Outgoing mail to non-EU members							
Total USP cross-border							
Total cross-border							

(1) If data for the year 2000 are not available, please give latest available data and state the year to which the data relates.

(2) Please give data for EU15 where possible. If this is not possible for all years, please indicate the year where there is a discontinuity in the data and give data for two definitions of the EU (e.g. 1995 EU 12 [number x] and EU 15 [number y]).

Overall effect of Directive

9. What change did the Postal Directive, or its national implementation, require in the following:

- | | |
|--|---------------------------------------|
| | Please circle most appropriate answer |
| • The definition of universal service | Major/Minor/None |
| • Domestic quality of service | Major/Minor/None |
| • Intra-Community cross-border quality of service | Major/Minor/None |
| • Complaints and redress procedures | Major/Minor/None |
| • Separation of operational and regulatory functions | Major/Minor/None |

In answering please treat major changes introduced in advance of the Directive as required by the Directive if Community postal policy was a major reason for their introduction.

10. Has the USP estimated its costs in implementing any of the aspects of the Postal Directive listed in Question 9?

Yes/No

If Yes, please indicate the aspects for which the USP estimated its costs

Please give details of a person who can provide details of the costing

Name _____

Phone _____

Fax _____

E-mail _____

11. Is the USP able to give an opinion on the effect of implementing the aspects of the Directive listed in Question 7 on the size of the overall national letters market?

Yes/No

If Yes, please indicate which of the following most closely represents this opinion.

Please tick the appropriate box.

Positive

Too small to specify whether positive or negative

Negative

12. Is there any formal procedure to ensure the evolution of universal service provision in response to the needs of users?

Yes/No

If yes, please indicate the organisations involved in the procedure

Distinction between universal service and value-added services

13. Which of the following services does the USP offer as additions to the universal letters service (not express services) and does the USP charge for these additional services?

	Offer Yes/No	Charge Yes/No
a. Delivery on appointment		
b. Change of destination		
c. Tracking and tracing		
d. Guaranteed time of delivery		
e. Repeated attempt(s) at delivery		
f. Delivery according to the sequence specified by customer		
g. Other(s) (please specify)		

14. What change did the Directive or its national implementation require in charges for special services?

Please circle most appropriate answer
Major/Minor/None

Universal service - domestic quality

15. When did the USP (or a national regulatory authority) first introduce independent end-to-end performance monitoring for domestic letters?

16. When were external quality standards, which complied with the principles in the Directive, first set for the USP? _____

17. How does the USP publish the results of independent performance monitoring? (Articles 16 and 18 require the USP to publish the results of independent performance monitoring together with information on the number of complaints)

Please tick the appropriate box

Do not publish results

Publish results on their own

Publish results as part of another document

(Please specify which other document) _____

Please include a copy of all the results the USP has published with your reply.

[Number of] documents enclosed

--

18. What was the main quality standard set for domestic letters at this time, such as 90 per cent delivery by day of posting plus one?

Category/ies of letter covered

Percentage delivery required

By day plus

%
{number}

19. Was any other quality standard set for domestic letters at this time, for example, for percentage delivery by a later day or for a different category of letters?

Yes/No

If Yes, please state the other quality standard(s)

Category/ies of letter covered
 Percentage delivery required
 By day plus

%
{number}

Please give full information on a separate sheet if necessary and tick box below

Further information provided

20. Is the current main quality standard for domestic letters the same as given in answer to Question 18?

Yes/No

If No, please state the main current quality standard(s)

Category/ies of letter covered
 Percentage delivery required
 By day plus

%
{number}

21. Is any other current quality standard set for domestic letters?

Yes/No

If Yes and the standard(s) are not given in answer to Question 19, Please state the other quality standard(s)

Category/ies of letter covered
 Percentage delivery required
 By day plus

Please give full information on a separate sheet if necessary and tick box below

Further information provided

22. Are there any automatic consequences if the USP fails to meet the quality standards, for example financial penalties or lower bonuses for some managers?

Yes/No

If Yes, please give details _____

23. Does a regulatory authority have the power to impose the following penalties for failure to meet quality standards?

Warning of withdrawal of licence	Yes/No
Withdrawal of licence	Yes/No
Financial penalty	Yes/No
Other penalty (please specify if yes)	Yes/No

24. In the USP's view how well (or badly) do the current quality reflect the needs of the USP's customers?

Please tick the most appropriate box

Very well	<input type="checkbox"/>
Fairly well	<input type="checkbox"/>
Adequately	<input type="checkbox"/>
Fairly badly	<input type="checkbox"/>
Very badly	<input type="checkbox"/>
No view	<input type="checkbox"/>

25. Are you involved in any discussions with the Government or National Regulatory Authority on changes to the current quality standards?

Yes/No

26. Has there been an improvement in quality since external quality standards which complied with the principles in the Directive were first set for the USP?

Yes/No/Standards not set

If Yes

What is the USP's view of the contribution of quality standards set in accordance with the Directive to improved domestic quality?

Please tick box(es) appropriate to the USP's view

None - standards did not require improved quality	<input type="checkbox"/>
None - improvement would have been the same without standards	<input type="checkbox"/>
Minor contribution	<input type="checkbox"/>
Major contribution	<input type="checkbox"/>
No view	<input type="checkbox"/>

27. What is the USP's view of how important external quality standards in accordance with the principles in the Directive should be in relation to improved domestic quality?

Please tick at least one box

Not at all - no need for improvement

Not at all - wrong measure of quality

Some limited importance after improvement achieved

Some limited importance in achieving improvement

Real importance after improvement achieved

Real importance in achieving improvement

Universal service - cross-border quality

28. Are there any exemptions from the quality standards for intra-Community cross-border services set in the Annex to the Postal Directive?

Yes/No

29. What is the USP's view of how cross-border quality standards set under the Directive have contributed to improvement in cross-border quality?

Please tick boxes appropriate to the USP's view

Not at all, no improvement in quality

Not at all, standards did not require improved quality

Not at all, improvement would have been the same without standards

Minor contribution

Major contribution

No view

30. In the opinion of the USP should the Community set new quality standards for intra-Community cross-border services?

Yes/No

Universal service - affordable price

31. Is there any national definition of 'affordable prices for all users'?

Yes/No

If Yes, please give the definition _____

32. Do the requirements of the universal service include uniform pricing (Perequation Tarifaire)?

Yes/No

33. What is the lowest weight category?

- (a) for domestic letters
- (b) for intra-Community cross-border letters

	g
	g

34. What price is charged for the lowest weight category?

Category

- (a) for all domestic letters/ domestic letter of category (please specify)
- (b) for domestic letters of another category (please specify)
- (c) for intra-Community cross-border letters

35. When were these prices first charged?

- (a) for all domestic letters/ domestic letter of category
- (b) for domestic letters of another category
- (c) for intra-Community cross-border letters

Category	Date

36. Are there any proposals to change these prices?

Yes/No

If Yes, please give details of the proposed new prices

- (a) for all domestic letters/ domestic letter of category
- (b) for domestic letters of another category
- (c) for intra-Community cross-border letters

Category	Price

Date from which these prices will apply (or likely to apply) _____

Universal service - access

37. Has the Directive, or its national implementation, had any effect on the density of points of contact (such as post offices)?

Yes/No

38. Are there any national rules on the density of points of contact?

Yes/No

If Yes, when were these rules last changed or reviewed?

Year of last change/review

--

Please briefly outline the rules _____

39. Is there any formal procedure to ensure that the density of points of contact take account of the needs of users? Yes/No

If Yes, please indicate the organisations involved in the procedure

40. Has the Directive, or its national implementation, had any effect on the density of points of access (such as letter boxes)? Yes/No

41. Is there any formal procedure to ensure that the density of points of access take account of the needs of users? Yes/No

If yes, please indicate the organisations involved in the procedure

42. Are there any national rules on the density of points of access? Yes/No

If Yes, when were these rules last changed or reviewed?

Year of last change/review

Please briefly outline the rules

Universal service - delivery

43. Is the guaranteed frequency of delivery the minimum specified in Article 3 of the Postal Directive (once every day and not less than five days a week, with exceptions permitted by the National Regulatory Authorities) ? Yes/No

If No, please specify the guaranteed frequency of delivery

Category of homes and premises of delivery

Guaranteed frequency

--	--

44. Are there any exceptions to the guaranteed frequency of delivery?

Yes/No

If Yes, please indicate the exceptions or attach a list and tick box below

List/ document attached

45. What is the actual frequency of delivery?

Category of homes and premises

Actual frequency of delivery

Universal service - clearance

46. Is the guaranteed frequency of clearance the minimum specified in Article 3 of the Postal Directive (once every day and not less than five days a week)?

Yes/No

If No, please specify the guaranteed frequency of collection

Category of homes and premises

Guaranteed frequency of collection

47. What is the actual frequency of clearance?

Category of homes and premises

Actual frequency of collection

Universal service - weight limit

48. Is the weight limit for postal items included in the universal service the maximum specified in Article 4 of the Postal Directive (two kilograms)?

Yes/No

If No, please specify the weight limit _____

49. Is the weight limit for postal packages included in the universal service the maximum specified in Article 4 of the Postal Directive (20 kilograms)?

Yes/No

If No, please specify the weight limit _____

Information on universal service

50. How does the USP publish and distribute information on the universal service as required by Article 6 of the Directive?

For example, how many leaflets are distributed and how many post offices display posters on the universal service?

51. What effect has Article 6 of the Directive had on the publication and distribution of information on the universal service that the USP provides to users?

(Please tick one or two boxes as appropriate)

None - information was already provided as required by Article

None - Article has not been implemented

Minor changes to information already provided

Minor changes to previous distribution of information

Major changes to information already provided

Major changes to previous distribution of information

Major - information not previously provided

52. Has the Directive had any effect on how regularly you update the information you provide on the universal service?

Yes/No

Universal service - general

53. Is the USP broadly satisfied with the national definition of the universal service for letters?

Yes/No

If No, please indicate the main area(s) of dissatisfaction.

54. Does the USP think that there is any prospect of any change to the national definition of the universal service for letters in the next few years?

Yes/No/No view

If Yes, please indicate the area(s) where is a prospect of change

55. Is the USP broadly satisfied with the national definition of the universal service for parcels?

Yes/No

If No, please indicate the main area(s) of dissatisfaction.

56. Does the USP think that there is any prospect of change to the national definition of the universal service for parcels in the next few years?

Yes/No/No view

If Yes, please indicate the area(s) where is a prospect of change

57. Does the USP have any concern that changes to the national definition of the universal service may be unduly difficult to achieve?

(For example, do you feel that elements of the universal service have been defined in legislation when they might better have been defined in the USP's licence?)

Yes/No

58. Does the uniform price seriously limit the USP's ability to relate prices to costs?

Yes/No

59. Does the USP feel that additional funding may be required in order to guarantee the universal letters service to areas where the cost of doing so exceeds the uniform tariff?

Yes/No

If Yes, which of the following would the USP prefer as a single form of additional funding?

Please tick most appropriate box

Cross-subsidy from reserved area

Compensation fund for USP

Compensation fund for provider of uneconomic deliveries

Government grant

Other (please specify)

No preference

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

National Regulatory Authority (or Authorities)

60. Is the USP broadly satisfied with the structure of regulation for the postal sector (that is the division of regulator responsibility between Authorities specific to the sector and Authorities with general responsibilities)

Yes/No/Division not yet clear

61. Is the USP broadly satisfied with the powers available to the National Regulatory Authority (or Authorities) for the postal sector?

Yes/No/Powers not yet clear

62. Is the USP broadly satisfied with the level of resources available to the National Regulatory Authority (or Authorities) for the postal sector?

Yes/No/ Resources not yet clear

63. Have you had any particular problems in relation to regulation?

Yes/No

If Yes, please briefly indicate the nature of the problems.

Authorisation and licensing systems

64. Please give the date when the USP was first required to have an individual licence to provide a universal service?

IF the USP is not required to have a licence, please give an expected date, if possible.

Date/No expected date _____

65. How do the requirements of the USP's licence for the universal service (including quality) compare with the universal service previously provided?
 If the USP does not have a licence, please compare the expected requirements with the universal service currently provided, if possible.

Please tick one box

- Too early to say
- Requirements less than previously (currently) provided
- Requirements the same as previously (currently) provided
- One or more requirements a little more than previously (currently) provided
- One or more requirements a lot more than previously (currently) provided

66. Have procedures introduced to comply with the Directive had any effect on the USP's authorisation to provide services outside the scope of the universal service?

Yes/No

If Yes, please give the date from which the USP's general authority was affected

If No, please skip to question 64

67. If Yes to Question 62,
 Did conditions attached to the general authority require you to make any significant changes to the USP's services.

Yes/No

If Yes, please briefly indicate the nature of the changes.

Compensation funds

68. Are the USP's views on compensation funds in the public domain?

Yes/No

If Yes, please include a statement or document which sets out the USP's views with your reply.

Public document/statement included (tick box)

69. Have you expressed views on compensation funds in confidence to the Government or national regulatory authority?

Yes/No

If Yes, please include a statement or document which sets out the USP's views with your reply.

Confidential document/statement included (tick box)

[This will be used purely as background information and we shall only attribute to the USP views given in response to Question 68. Please advise us if you wish the fact that the USP's have expressed confidential views to be kept confidential.]

70. Do you feel that proportionate contributions to a compensation fund could constitute a serious barrier to entry?

Yes/No

Protection of consumer rights

71. What national bodies do you recognise as being representative of customers?

Please list and tick box to indicate whether each has any role in relation to customers' complaints, particularly complaints involving loss, theft, damage or non-compliance with service quality.

Name	Role in complaints	
	Yes	No

Please use a separate sheet if necessary and tick box below.

Separate sheet included

72. Does any other national body, such as an Ombudsman, have a role in complaints?

Yes/No

If Yes, please give the name(s) of the body or bodies

73. Did Article 19 of the Postal Directive (or the prospect of Community provisions on complaints procedures) require changes to complaints procedures?

Yes/No

If Yes

Please indicate the changes required

- Procedure more transparent
- Procedure more simple
- Procedure less expensive
- Procedure extended to cover loss, theft and/or damage
- Procedure extended to cover service quality
- New provisions for reimbursement or compensation
- Establishment of 'competent national authority'

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

74. How does the USP publish information on the number of complaints? (Articles 16 and 18 require the USP to publish information on the number of complaints together with the results of independent performance monitoring)

Please tick one box

Do not publish information

Publish information on its own

Publish information as part of another document
(please specify which other document)

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Please include a copy of all the information you have published with your reply.

Please state the number of documents enclosed

75. With which of the following descriptions of the current complaints procedure does the USP agree with more (or disagree with less)?

Please tick box to indicate agreement

Bureaucratic and ineffective

Valuable in ensuring customer satisfaction

<input type="checkbox"/>
<input type="checkbox"/>

Please give details of a person who can assist with any queries arising from answers to this questionnaire

Name _____

Phone _____

Fax _____

E-mail _____

National Regulator Authority Questionnaire

National Regulatory Authorities

A) Background market information

1. Please give estimates of current market shares by the major operators for the following, defining markets according to the national definition of the universal service.

	USP Share	Largest Other Provider Share	Second largest other Provider share	All other Providers
• Letters by volume				
• Letters by value				
• Parcels by volume				
• Parcels by value				

If you do not have estimates of current market shares, please give the most recent figures for market shares available and give the period(s) to which these market shares relate

2. Please give a current estimate of the share of the letters market defined according to the national definition of the universal service which is open to competition.

3. Has any decision been taken to change the extent to which the letters market, defined according to the national definition of the universal service, is open to competition?

Yes/No

If yes, please indicate the definite or expected date(s) from which these change(s) will take effect and the percentage of the market which will then be open to competition

Definite date	Expected date	Percentage open to competition

B) Background information on the NRA

4. When was the NRA established? _____
5. What is the official status of the NRA? _____
(for example non-departmental public body, executive agency, part of Ministry)

6. Was the NRA established as an entirely new body? Yes/No

7. If the NRA was not established as an entirely new body, did it inherit any staff from any of the following?

Government Ministry	Yes/No
Postal administration	Yes/No
Universal service provider	Yes/No
Other (please specify)	Yes/No

Note: The distinction between postal administration and universal service provider is that the former is both an operator and regulator while the latter is only an operator.

If Yes to any of the above,
Roughly what percentage of staff were inherited? _____ %

8. Please name the Ministry and section of the Ministry which is responsible for the day-to-day relationship between the Government and the NRA

9. Does the NRA have responsibility for sectors other than the postal sector? Yes/No

If Yes, which sectors? _____

If No, please skip to Question 11

The controlling body of the NRA

Note: The controlling body is the body or person legally responsible for decisions by the NRA.

10. How many, if any, of the members of the controlling body are appointed to exercise specific responsibility for the postal sector? _____

11. What or who is the controlling body of the NRA? _____
(for example, Commission, Minister)

12. How many people are on the controlling body? _____

13. Who appoints the controlling body of the NRA? _____
(If Government, please specify Minister(s) involved)

14. Do appointments to the controlling body of the NRA require approval from any other body, or individual?

Yes/No

If Yes,

Please specify the body, or bodies, whose approval is required

15. Is appointment to the controlling body for a fixed term (period of time)?

Yes/No

If No,

Please skip to Question 18.

16. How long is/are the term(s) for which members of the controlling body are appointed?

17. Is this term renewable?

Yes/No

If Yes

Is there any limit on the number of terms for which the appointment is renewable?

Yes/No

If Yes to a limit on the number of terms, what is this limit?

18. Is appointment to the controlling body a standard full-time civil service appointment?

Yes/No

If No,

How many days per week or per month do members of the controlling body commit to the NRA?

Finance, budget and staffing

19. Who finances the NRA?

Please tick one box

Government

Universal Service Provider

Holders of licences issued by the NRA

Holders of licences issued by another body

Other (please specify below)

20. Who decides the level of finance for the NRA?

Please tick one box

Government

Universal Service Provider

The NRA subject to Government approval

The NRA without need for Government approval

Other (please specify below)

21. What is the NRA's current total budget, or, if it has responsibility for sectors other than the postal sector, the budget for its postal responsibilities (including an appropriate allocation from the budget not specific to postal responsibilities)?

22. Does the NRA have a specific budget for its work in relation to postal customer enquiries, complaints and redress?

Yes/No

If No and NRA covers sectors other than the postal sector, is there a budget for general customer enquiries, complaints and redress?

Yes/No

23. How large is the budget for work in relation to postal customer enquiries, complaints and redress or, if there is no budget, please estimate resources devoted specifically to postal customer enquiries, complaints and redress?

24. Is a major increase in the NRA's total budget over the next few years likely?
Yes/No

If Yes, is this because NRA is recently established and its budget does not cover its full complement of staff?
Yes/No

25. How many staff does the NRA currently have, or, if it has responsibility for sectors other than the postal sector, how many staff does it have for postal responsibilities (including, as appropriate, staff whose work is not specific to postal responsibilities)?

26. Is the current number of staff the full complement?
Yes/No

27. Does the NRA recruit its own staff?
Yes/No

28. Does the NRA (or the other body recruiting NRA staff) have any difficulty in recruiting suitable staff?
Yes/No

If the NRA is part of a Ministry, please skip to Question 33.

29. Is any Ministry represented on the appointments panel for any NRA staff?
Yes/No

30. Does any Ministry have any other role in the appointment of NRA staff?
Yes/No

31. Does any body other than the Ministry and the NRA have any role in relation to the recruitment of NRA staff?
Yes/No

32. Are any staff of the NRA employed by the following organisations (for example, working for the NRA on secondment or civil servants assigned to the NRA)?

A Government Ministry	Yes/No
Other national regulatory authorities	Yes/No
The universal service provider	Yes/No

C) Functions of the NRA

Please answer all subsequent questions in relation to the postal sector only

33. Does the NRA carry out the following regulatory functions?

	Yes	No
Monitoring provision of universal service		
Monitoring access conditions to universal networks		
Ensuring respect for special or exclusive rights		
Ensuring accounting separation by the USP		
Advice on the reserved area		
Setting the reserved area		
Setting the price for reserved services		
Issuing licences		
Ensuring compliance with licence terms		
Setting the terms of general authorisations		
Ensuring compliance with terms of authorisations		
Enforcing competition law		
Advice on whether to establish a compensation fund		
Deciding whether to establish a compensation fund		
Setting contributions to a compensation fund (once established)		
Administering a compensation fund (once established)		

	Of USP		Of Other operators	
	Yes	No	Yes	No
Setting quality standards				
Monitoring quality standards				
Ensuring complaint procedures				
Providing redress for complaints by users				
Other (please specify)				

34. Please give the names of any other regulatory bodies which have a role in carrying out regulatory functions against each function

	Name of body
Monitoring provision of universal service	
Monitoring access conditions to universal networks	
Ensuring respect for special or exclusive rights	
Ensuring accounting separation by the USP	
Advice on the reserved area	
Setting the reserved area	
Setting the price for reserved services	
Issuing licences	
Ensuring compliance with licence terms	
Setting the terms of general authorisations	
Ensuring compliance with terms of authorisations	
Enforcing competition law	
Advice on whether to establish a compensation fund	
Deciding whether to establish a compensation fund	
Setting contributions to a compensation fund (once established)	
Administering a compensation fund (once established)	

	Name of body In relation to USP	Name of body In relation to other providers
Setting quality standards		
Monitoring quality standards		
Ensuring complaint procedures		
Providing redress for complaints by users		

35. Do you have the following powers to impose penalties on the USP for failure to meet quality standards?

Warning of withdrawal of licence	Yes	No
Withdrawal of licence	Yes	No
Financial penalty	Yes	No
Other penalty (please specify if yes)	Yes	No

36. Are you involved in any discussions on changes to the current quality standards of the USP?

Yes/No

37. Please name the organisation(s) which hear(s) appeals against decisions of the NRA.

38. Does the NRA have any formal relationship with general consumer protection bodies?

Yes/No

If Yes, please name the bodies and briefly indicate the nature of the relationship, for example, membership of a consultative body, regular meetings.

39. Are the following included in licence conditions?

	Of USP		Other operators	
	Yes	No	Yes	No
Quality of service standards				
Contribution to universal service fund				
Price levels				
Adherence to competition law				
Adherence to universal service obligations				
Adherence to other social obligations (please specify)				
Information disclosure				
Network access				
Access to incidental services				
Account separation				
Uniform pricing				

40. How many licences have been issued? _____

41. When were the licences issued (that is how many in each year)? _____

42. How many of the issued licences are currently active? _____

Universal service

43. Is there any national definition of 'affordable prices for all users'?

Yes/No

If Yes, please give the definition _____

44. Is there any formal procedure to ensure the evolution of universal service provision in response to the needs of users?

Yes/No

If yes, please indicate the organisations involved in the procedure

45. Do you grant any exceptions to the guaranteed frequency of clearance?

Yes/No

If Yes, please briefly outline the exceptions

46. Do you grant any exceptions to the guaranteed frequency of delivery?

Yes/No

If Yes, please briefly outline the exceptions

47. Have you determined any exemptions from the quality standards for intra-Community cross-border services set in the Annex to the Postal Directive?

Yes/No

48. Do you expect to grant or determine more, the same or fewer exclusions or exemptions in the next few years?

More/ The same/ Fewer

49. Have you increased the weight limit for postal packages included in the universal service (as allowed under Article 3.5)?

Yes/No

If Yes

What limit have you set? _____ kg

If No,

Are you likely to set an increased weight limit in the next few years?

Yes/No

50. If likely to set an increased weight limit, please specify the likely limit. _____ kg

51. Do you think changes to the national definition of the universal service will be desirable in the next few years?

Yes/No

52. Do you have any concern that changes to the national definition of the universal service may be unduly difficult to achieve?
Yes/No

53. Does the uniform price seriously limit the ability of the USP to relate prices to costs?
Yes/No

54. Has any decision been taken to change the extent to which the letters market, defined according to the national definition of the universal service, is open to competition?
Yes/No

If Yes, please indicate the definite or expected date(s) from which these change(s) will take effect and the percentage of the market which will then be open to competition

Definite date	Expected date	Percentage open to competition

55. What is your view of the contribution of quality standards set complying with the principles of the Directive to improved domestic quality?

Please tick boxes appropriate to your view

- Not at all, no improvement in quality
- Not at all, standards did not require improved quality
- Not at all, improvement would have been the same without standards
- Minor contribution
- Major contribution
- No view

56. What is your view of how cross-border quality standards set under the Directive have contributed to improvement in cross-border quality?

Please tick boxes appropriate to your view

- Not at all, no improvement in quality
- Not at all, standards did not require improved quality
- Not at all, improvement would have been the same without standards
- Minor contribution
- Major contribution
- No view

Compensation funds

57. Are your views on compensation funds in the public domain? Yes/No

If Yes, please include a statement or document which sets out your views with your reply.

Public document/statement included (tick box)

58. Have you expressed views on compensation funds in confidence to your Government? Yes/No

If Yes, please include a statement or document which sets out your views with your reply.

Confidential document/statement included (tick box)

[This will be used purely as background information and we shall only attribute to you views given in response to Question 57.]

59. Does the NRA feel that additional funding may be required in order to guarantee the universal letters service to areas where the costs of doing so exceed the uniform tariff?

Yes/No

If Yes, which of the following would the NRA prefer as a single form of additional funding?

Please tick the appropriate box

Cross-subsidy from reserved area

Compensation fund for USP

Compensation fund for provider of uneconomic services

Government grant

Other (please specify)

No preference

60. Do you feel that proportionate contributions to a compensation fund could constitute a serious barrier to entry?

Yes/No

Authorisation and licensing systems

61. When did you first issue (or do you expect to issue) an individual licence to the universal service provider?

Date/No expected date _____

62. How do the requirements of the USP's licence for the universal service(including service) compare with the current provision of the universal service? IF the USP does not have a licence, please compare expected requirements with the universal service currently provided, if possible.

Please tick one box

Too early to say

Requirements less than previously (currently) provided

Requirements the same as previously (currently) provided

One or more requirements a little more than previously (currently) provided

One or more requirements a lot more than previously (currently) provided

63. When did you first issue (or do you expect to issue) an individual licence to a provider other than the universal service provider?

Date/No expected date _____

64. Are you aware of any significant deficiencies in the national legislative provisions for licensing? (For example, have you encountered difficulties in licensing which could have been avoided if legislation had been different?)

Yes/No

If Yes, please briefly outline the deficiencies

Protection of consumer rights

65. Has the 1997 Postal Directive been implemented in relation to the complaints and redress procedures that apply to users of the universal service?

Yes/No

66. Did (or would) the implementation of the Directive require changes to the complaints and redress procedures currently (or previously) applying in respect of the following:

	Yes	No
Transparency of procedure		
Simplicity of procedure		
Cost of procedure		
Coverage of cases of loss, theft and damage		
Coverage of non-compliance with quality standards		
Provision for reimbursement or compensation		
Right of appeal		
Publication of information on complaints		

67. Do you refer customer complaints to another body (or bodies)?

Yes/No

If yes, please give the name(s) of the body (or bodies)

Name(s) _____

68. If you do not refer customers' complaints to another body, please give the number of complaints you have received each year and their outcome

You may refer to a public document, such as an annual report, where information on complaints is published, or include documents with your reply

[Number of] documents included _____

69. In your view how well (or badly) does the complaints procedure in relation to the universal service protect customers?

Please tick most appropriate box

Very well	<input type="checkbox"/>
Fairly well	<input type="checkbox"/>
Adequately	<input type="checkbox"/>
Fairly badly	<input type="checkbox"/>
Very badly	<input type="checkbox"/>
No view	<input type="checkbox"/>

70. How do you expect developments over the next few years to increase or decrease the need for specific provisions to protect customers in relation to the universal service?

Please tick most appropriate box

Increase	<input type="checkbox"/>
No increase or decrease	<input type="checkbox"/>
Decrease	<input type="checkbox"/>
No expectation	<input type="checkbox"/>

Views of current legal framework

71. Is the NRA broadly satisfied with the current national legal framework for the postal sector?

Yes/No

If No, please briefly outline area(s) of dissatisfaction.

Competent National Authority

72. Is the NRA the competent national authority for complaints in the postal sector specified in Article 19 of the Postal Directive?

Yes/No

If Yes,
Please answer the questions in the Appendix.

If No,
Please give details of the competent national authority for complaints in the postal sector.

Name _____

Address _____

Telephone _____

Email _____

Fax _____

Please give details of a person who can assist with any queries arising from answers to this questionnaire

Name _____

Phone _____

Fax _____

E-mail _____

APPENDIX

COMPETENT NATIONAL AUTHORITY

To be completed only if the National Regulatory Authority is the Competent National Authority for complaints specified in Article 19 of the Postal Directive.

Details of complaints

1. Please provide on a separate sheet, details for the year 2000, of the number of complaints not satisfactorily resolved by the Universal Service Provider and which were brought to the Authority and also provide details of their outcomes, distinguishing between complaints by individuals and joint complaints with organisations, where permitted by national law. If details are not available for 2000, please specify the latest 12 months for which they are available and give details for those 12 months.

You may include a document giving the information sought with your reply.

Document included
Yes/No

2. Please provide on a separate sheet information for 1995 equivalent to that sought in question 1 for 2000. If this is not possible, please specify for the 12-month period nearest to 1995 for which equivalent information is available and give details for those 12 months.

You may include a document giving the information sought with your reply.

Document included
Yes/No

Appeals

3. Is there a right of appeal from decisions of the Authority on complaints by postal customers?

Yes/No

If No, please skip to question 5.

If Yes

When was this right of appeal introduced?

4. Please give the name of body which hears appeals and provide details for the year 2000 of the number of appeals, distinguishing between complaints by individuals and joint complaints with organisations, where permitted by national law. If details are not available for 2000, please specify the latest 12 months for which they are available and give details for those 12 months. You may include a document giving the information sought with your reply.

Document included

Yes/No

Cross-border complaints

5. Does the Authority have any recent experience of complaints concerning intra-Community cross-border postal services?

Yes/No

If Yes

Were (any of) these complaints within the universal service?

Yes/No

6. Does the Authority have any special procedures for complaints covering intra-Community cross-border postal services (either specifically for such complaints or as part of a broader procedure covering complaints involving services provided in another country)?

Yes/No

If Yes

Please indicate any services in addition to intra-Community cross-border postal services covered by these procedures

7. Does the Authority feel that consumers have particular problems with complaints involving cross-border services, for example through not knowing where to complain?

Yes/No

8. Which of the following is the closest to the Authority's view on the need for guideline for handling complaints covering intra-Community cross-border postal services?

Please tick appropriate box

No need - co-operation between national authorities already adequate

Community guidelines necessary to ensure adequate co-operation

Insufficient experience to form a view

National Consumer Association Questionnaire

National Consumer Associations

Background information

1. Which of the following best describes the customers represented or protected by the association?

Please tick the appropriate box

- | | |
|---|--------------------------|
| All customers of all services | <input type="checkbox"/> |
| All customers of services of general interest* | <input type="checkbox"/> |
| All customers of postal services | <input type="checkbox"/> |
| Business customers of all services | <input type="checkbox"/> |
| Business customers of services of general interest* | <input type="checkbox"/> |
| Business customers of postal services | <input type="checkbox"/> |
| Domestic customers of all services | <input type="checkbox"/> |
| Domestic customers of services of general interest* | <input type="checkbox"/> |
| Domestic customers of postal services | <input type="checkbox"/> |

* Services of general interest include transport, water, electricity, gas, telecommunications and postal services

2. What is the association's main source of finance?

Please tick the appropriate box

- | | |
|-------------------------------|--------------------------|
| Membership subscriptions | <input type="checkbox"/> |
| Government | <input type="checkbox"/> |
| Trade unions | <input type="checkbox"/> |
| National Regulatory Authority | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> |

3. How many staff dealing specifically with postal issues does the association employ? Please answer in terms of full time equivalents, or fractions of full-time equivalents.

Universal service

4. Is the association broadly satisfied with the national definition of the universal service?

Yes/No

If No, please indicate the main area(s) of dissatisfaction.

5. Is there a need to alter, or does the association anticipate a need to alter, the national definition of the universal service because of changing user needs?

Yes/No

If Yes, please indicate the nature of the changing needs.

6. Does the association anticipate that increasing access to information technology will create opportunities for replacing the universal service?

Yes/No

7. Does the association feel that a uniform price is the best means of ensuring 'affordable prices for all users'?

Yes/No

8. Does the association feel that a uniform price will continue to be the best means of ensuring 'affordable prices for all users'?

Yes/No

9. Is the association satisfied that there is at present an adequate guarantee of the universal service?

Yes/No

If No, please briefly indicate the main reason(s) for dissatisfaction

10. Does the association expect likely changes in the postal sector, such as market opening, to reduce the adequacy of the guarantee of the universal service?

Yes/No

If No, please briefly indicate the main reason(s)

11. Does the association feel that additional funding may be required in order to guarantee the universal letters service to areas where the costs of doing so exceed the uniform tariff?

Yes/No

If Yes, which of the following would the association prefer as a single form of additional funding?

Please tick the appropriate box

Cross-subsidy from reserved area

Compensation fund for USP

Compensation fund for provider of uneconomic services

Government grant

Other

No preference

If other, please specify

Domestic Quality

12. How satisfied is the association with the current quality of the domestic universal service provided by the Universal Service Provider?

Please tick appropriate box

Generally satisfied

A little more satisfied than dissatisfied

Neither satisfied nor dissatisfied

A little more dissatisfied than satisfied

Generally dissatisfied

13. If the association is only concerned with postal services, please skip to Question 14.

How does the association's satisfaction with the quality of the universal service provided by the Universal Service Provider compare with its satisfaction with the quality of services provided by the major providers of other services of general interest?

Please tick appropriate box

A lot more satisfied with the USP's universal service

A little more satisfied with the USP's universal service

Equally satisfied or dissatisfied

A little more satisfied with the USP's universal service

A lot more satisfied with the USP's universal service

14. How much has the association's satisfaction with the quality of the universal service provided by the Universal Service Provider tended to increase or decrease over the last few years?

Please tick appropriate box

Tended to increase a lot

Tended to increase a little

Tended neither to increase or decrease

Tended to decrease a little

Tended to decrease a lot

15. Please indicate whether the following factors influenced your answer to Question 14.

Lasting changes in quality levels

Short-term changes in quality levels

Your changing expectations of quality

Yes	No

16. How satisfied is the association with the current quality of services other than the universal service provided by the Universal Service Provider?

Please tick appropriate box

Generally satisfied

A little more satisfied than dissatisfied

Neither satisfied nor dissatisfied

A little more dissatisfied than satisfied

Generally dissatisfied

Insufficient knowledge to answer

17. How satisfied was the association with the quality of services other than the universal service provided by the Universal Service Provider a few years ago?

Please tick appropriate box

- Generally satisfied
- A little more satisfied than dissatisfied
- Neither satisfied nor dissatisfied
- A little more dissatisfied than satisfied
- Generally dissatisfied
- Insufficient knowledge to answer

18. How satisfied is the association with the current quality of service by postal providers other than the Universal Service Provider?

Please tick appropriate box

- Generally satisfied
- A little more satisfied than dissatisfied
- Neither satisfied nor dissatisfied
- A little more dissatisfied than satisfied
- Generally dissatisfied
- Insufficient knowledge to answer

Intra-Community Cross Border Postal Services

19. Does the association sufficient experience to comment on intra-Community cross-border postal services?

Yes/No

If No, please skip to Question 26.

20. How satisfied is the association with the current quality of the intra-Community cross-border universal service?

Please tick appropriate box

- Generally satisfied
- A little more satisfied than dissatisfied
- Neither satisfied nor dissatisfied
- A little more dissatisfied than satisfied
- Generally dissatisfied

21. Does the association have any recent experience of problems concerning intra-Community cross-border postal services?

Yes/No

22. Does the association expect problems concerning intra-Community cross-border postal services to become more common?
 Yes/No

23. Does the association feel that its members (or consumers if not a membership organisation) have particular problems with cross-border services?
 Yes/No

If Yes, please briefly indicate the major difficulty/ies.

24. Which of the following is the closest to the association's view on the need for guideline for handling complaints covering intra-Community cross-border postal services?

Please tick appropriate box

No need - co-operation between national authorities already adequate
 Community guidelines necessary to ensure adequate co-operation.

Insufficient experience to form a view

25. In the opinion of the association should the Community set new and more demanding quality standards for intra-Community cross-border services?
 Yes/No/No opinion

National Regulatory Authority

26. Does the association have a formal relationship with the National Regulatory Authority for the postal sector (for example membership of a consultative body, regular meetings)?
 Yes/No

27. How satisfied is the association with the response of the National Regulatory Authority for the postal sector to its concerns?

Please tick appropriate box

Generally satisfied

Slightly satisfied

Neither satisfied nor dissatisfied

Slightly dissatisfied

Generally dissatisfied

Insufficient contact to answer

28. Does the association feel that the National Regulatory Authority for the postal sector has adequate powers to discharge its duties in relation to customers?
 Yes/No

29. Does the association feel that the National Regulatory Authority for the postal sector is adequately resourced to fulfil its duties in relation to customers?

Yes/No

Relationships with other organisations

30. Does the association have a formal relationship with the Universal Service Provider for the postal sector (for example membership of a consultative body, regular meetings)?

Yes/No

31. How satisfied is the association with the response of the Universal Service Provider Authority for the postal sector to its concerns?

Please tick appropriate box

Generally satisfied

Slightly satisfied

Neither satisfied nor dissatisfied

Slightly dissatisfied

Generally dissatisfied

Insufficient contact to answer

32. Does the association have a formal relationship with postal providers other than the Universal Service Provider for the postal sector (for example regular meetings with providers or their association)?

Yes/No

Authorisation and licensing

33. Does the association have any views on licensing and authorisation for the postal sector?

Yes/No

If No, please skip to Question 3

34. Is the association dissatisfied with the terms of any general authority for private operators to provide services within the universal service?

Yes/No/No general authority

If Yes, please indicate the aspects of the licence which cause (or are likely to cause) dissatisfaction

35. Is the association dissatisfied with any aspect of the licence granted (or likely to be granted) to the Universal Service Provider?
Yes/No/Cannot comment on likely terms of licence

If Yes, please indicate the aspects of the licence which cause (or are likely to cause) dissatisfaction

36. Is the association dissatisfied with any aspect of the licences granted (or likely to be granted) to private operators to provide services within the reserved area?
Yes/No/Cannot comment on likely terms of licence

If Yes, please indicate the aspects of the licence which cause (or are likely to cause) dissatisfaction

Compensation fund

37. Does the association have any views on a compensation fund, which would require private postal providers to contribute to the cost of the Universal Service Provider's universal service?
Yes/No

If No, please skip to Question 41.

38. Are you broadly satisfied with the [absence of] national provision for a compensation fund (which would require private postal providers to contribute to the cost of the Universal Service Provider's universal service)?
Yes/No

39. Have you expressed any views on compensation funds?
Yes/No

If Yes, please include a statement or document which sets out your views with your reply.

Document/statement included (tick box)

40. Do you feel that proportionate contributions to a compensation fund could constitute a serious barrier to entry?
Yes/No

Complaints and redress procedures

41. Has the 1997 Postal Directive been implemented in relation to the complaints and redress procedures that apply to users of the universal service?
Yes/No

42. Did (or would) the implementation of the Directive require changes to the complaints and redress procedures currently (or previously) applying in respect of the following:

	Yes	No
Transparency of procedure		
Simplicity of procedure		
Cost of procedure		
Coverage of cases of loss, theft and damage		
Coverage of non-compliance with quality standards		
Provision for reimbursement or compensation		
Right of appeal		
Publication of information on complaints		

43. Does the association regularly assist members or postal customers with complaints?
Yes/No

44. Does the association bring complaints about postal services to the competent national authority jointly with customers?
Yes/No/No national provision for joint complaints

If No or no national provision, please skip to question 48.

45. How many joint complaints did the association bring in the last year for which it has information?

46. In how many of these cases was compensation or reimbursement sought?

47. In how many of these cases was compensation or reimbursement awarded?

48. How satisfied is the association with the procedures for complaints and redress that apply to postal customers?

Please tick appropriate box

Generally satisfied

Slightly satisfied

Neither satisfied nor dissatisfied

Slightly dissatisfied

Generally dissatisfied

49. If the association only represents postal customers, please skip to Question 50.

How does the association's satisfaction with the procedures for complaints and redress that apply to postal customers compare with its satisfaction with the procedures for complaints and redress that apply to customers outside the postal sector?

Please tick appropriate box

A lot more satisfied with postal procedures

A little more satisfied with postal procedures

Equally satisfied or dissatisfied

A little more satisfied with other procedures

A lot more satisfied with other procedures

50. Are you broadly satisfied with the provisions of the 1997 Postal Directive on complaints and redress procedures?

Yes/No

If No,

Would you be broadly satisfied with the provisions of the Postal Directive on complaints and redress procedures if these were amended as proposed by the Commission in November 2000?

Yes/No

If No, (not broadly satisfied with proposed amendments)

Please briefly indicate what other changes to the provisions of the Postal Directive on complaints and redress procedures you feel are necessary.

51. Are you broadly satisfied with the national implementation of the provisions of the 1997 Postal Directive on complaints and redress procedures?

Yes/No

If No,

Please briefly indicate the areas where you are not broadly satisfied.

52. Did/does the 1997 Postal Directive require major changes to complaints and redress procedures available to users of the universal service?

Yes/No

53. Is the association broadly satisfied with the way in which the Universal Service Provider deals with complaints by users of the universal service?

Yes/No

If No, please indicate the main reason(s) for dissatisfaction.

54. Are you broadly satisfied with the complaints and redress procedure for complaints by users of the universal service not satisfactorily resolved by the Universal Service Provider?

Yes/No

If No, please indicate the main reason(s) for dissatisfaction.

55. Does the complaints and redress procedures for users of the universal service apply also to users of other postal service provided by the Universal Service Provider?

Yes/No

56. Are you broadly satisfied with the way in which other postal providers deal with complaints?

Yes/No/No experience

If No, please indicate the main reason(s) for dissatisfaction.

57. Does the association feel that the current complaints and redress procedures in the postal sector will provide consumers with adequate protection in relation to complaints about domestic services over the next few years?

Yes/No

If No, please briefly indicate what changes are necessary to provide adequate protection.

(You may refer to your answer to Question 53)

Competent National Authority

58. Is the association the competent national authority for complaints in the postal sector specified in Article 19 of the Postal Directive?

Yes/No

If Yes,

Please answer the questions in the Appendix.

If No,

Please give details of the competent national authority for complaints in the postal sector.

Name _____

Address

Telephone _____

Email _____

Fax _____

Please give details of a person who can assist with any queries arising from answers to this questionnaire

Name _____

Position _____

Telephone _____

Email _____

Fax _____

APPENDIX

COMPETENT NATIONAL AUTHORITY

TO BE COMPLETED ONLY IF THE ASSOCIATION IS THE COMPETENT NATIONAL AUTHORITY FOR COMPLAINTS SPECIFIED IN ARTICLE 19 OF THE POSTAL DIRECTIVE.

Details of complaints

1. Please provide on a separate sheet details for the year 2000, of the number of complaints not satisfactorily resolved by the Universal Service Provider and which were brought to the Authority and also provide details of their outcomes, distinguishing between complaints by individuals and joint complaints with organisations, where permitted by national law. If details are not available for 2000, please specify the latest 12 months for which they are available and give details for those 12 months.

You may include a document giving the information sought with your reply.

Document included
Yes/No

2. Please provide on a separate sheet information for 1995 equivalent to that sought in question 1 for 2000. If this is not possible, please specify the 12-month period nearest to 1995 for which equivalent information is available and give details for those 12 months.

You may include a document giving the information sought with your reply.

Document included
Yes/No

Appeals

3. Is there a right of appeal from decisions of the Authority on complaints by postal customers?

Yes/No

If No, please skip to question 5.

If Yes,

When was this right of appeal introduced?

4. Please give the name of body which hears appeals and provide details for the year 2000 of the number of appeals, distinguishing between complaints by individuals and joint complaints with organisations, where permitted by national law. If details are not available for 2000, please specify the latest 12 months for which they are available and give details for those 12 months. You may include a document giving the information sought with your reply.

Document included

Yes/No

Cross-border complaints

5. Does the Authority have any recent experience of complaints concerning intra-Community cross-border postal services?

Yes/No

If Yes

Were (any of) these complaints within the universal service?

Yes/No

6. Does the Authority have any special procedures for complaints covering intra-Community cross-border postal services (either specifically for such complaints or as part of a broader procedure covering complaints involving services provided in another country)?

Yes/No

If Yes

Please indicate any services in addition to intra-Community cross-border postal services covered by these procedures

**Associations of
Private Postal Providers
Questionnaire**

Questionnaire - Associations of Private Postal Providers

Background information

1. When was the association founded? _____
2. How many members do you have? _____
3. How many of your members provide letter services within the national definition of the universal service? _____
4. How many of your members provide parcel services within the national definition of the universal service? _____

Universal service

5. Are you broadly satisfied with the national definition of the universal service for letters?
Yes/No

If No, please indicate the main area(s) of dissatisfaction.

6. Do you think that there is any prospect of any change to the national definition of the universal service for letters in the next few years?
Yes/No/No view

If Yes, please indicate the area(s) where is a prospect of change

7. Are you broadly satisfied with the national definition of the universal service for parcels?
Yes/No

If No, please indicate the main area(s) of dissatisfaction.

8. Do you think that there is any prospect of change to the national definition of the universal service for parcels in the next few years?
Yes/No/No view

If Yes, please indicate the area(s) where is a prospect of change

9. Do you have any concern that changes to the national definition of the universal service may be unduly difficult to achieve?
Yes/No

Quality

10. Do you have any concern that the requirement for independent monitoring of the quality of the universal service provided by the Universal Service Provider may place your members at a competitive disadvantage?
Yes/No

Distinction by the Universal Service Provider between the universal service and value-added services

11. Are you broadly satisfied with the distinction the Universal Service Provider makes between the universal service and value-added services?
Yes/No/No view
If No, please indicate the main reason(s) for dissatisfaction.

National Regulatory Authority

12. Are you broadly satisfied with the structure of regulation for the postal sector (that is the division of regulator responsibility between Authorities specific to the sector and Authorities with general responsibilities)
Yes/No
13. Are you broadly satisfied with the powers available to the National Regulatory Authority (or Authorities) for the postal sector?
Yes/No
14. Are you broadly satisfied with the level of resources available to the National Regulatory Authority (or Authorities) for the postal sector?
Yes/No

15. Have you or your members had any particular problems in relation to the regulation of the postal sector?
Yes/No

If Yes, please briefly indicate the nature of the problems.

Authorisation and licensing systems

16. Is there any general authorisation for private providers to provide letter services within the national definition of the universal service?
Yes/No

If No, please skip to Question 18.

17. When was a general authorisation for private providers to provide letter services within the national definition of the universal service first introduced?

18. Have there been major changes to the general authorisation for private providers to provide letter services within the national definition of the universal service since it was first introduced?
Yes/No

If No, please skip to Question 20.

19. When was the current general authorisation for private providers to provide letter services within the national definition of the universal service introduced?

20. Are you broadly satisfied with the terms of the current general authorisation for private providers to provide letter services within the national definition of the universal service?
Yes/No

If No, please indicate the main reason(s) for dissatisfaction.

21. Do you think that there is any prospect of change to the terms of the general authority for private providers to provide letter services within the national definition of the universal service in the next few years?
Yes/No/No view

If Yes, please indicate the area(s) where is a prospect of change

22. Have any licences been issued for private providers to provide letter services within the national definition of the universal service?
Yes/No

If Yes,
When was the first licence for a private provider to provide letter services within the national definition of the universal service issued?

If No,
When do you expect the first licence for a private provider to provide letter services within the national definition of the universal service to be issued?

Please skip Question 23, if the answer to Question 22 is No.

23. Have there been major changes to the licensing system since the first licence was issued (or are major changes currently being introduced)?
Yes/No

24. When was (or do you expect) the first licence for a private provider to provide letter services within the national definition of the universal service to be issued under the current (or proposed) licensing system?

25. Are you broadly satisfied with the terms of the current (or proposed) licences for private providers to provide letter services within the national definition of the universal service?
Yes/No

If No, please indicate the main reason(s) for dissatisfaction.

26. Are you broadly satisfied with the current (or proposed) procedure for issuing licences to private providers to provide letter services within the national definition of the universal service?

Yes/No

If No, please indicate the main reason(s) for dissatisfaction.

27. Are you broadly satisfied with the current (or proposed) system for appeals against a refusal to issue licences to private providers to provide letter services within the national definition of the universal service?

Yes/No

If No, please indicate the main reason(s) for dissatisfaction.

28. Do you think that there is any prospect of major change to the licensing system for private providers to provide letter services within the national definition of the universal service in the next few years?

Yes/No/No view

If Yes, please indicate the area(s) where is a prospect of major change.

Compensation funds

29. Have you taken part in any national debate about a compensation fund for the universal service obligations of the Universal Service Provider financed by contributions from private providers?

Yes/No

If No, please skip to Question 31.

30. Are you broadly satisfied with the outcome of the national debate?

Yes/No/Debate
ongoing

If Yes or No,

Please briefly indicate the main reasons why you are satisfied or dissatisfied with the outcome of the national debate

31. Do you feel that additional funding may be required in order to guarantee the universal letters service to areas where the costs of doing so exceed the uniform tariff?

Yes/No

If Yes, which of the following would you prefer as a single form of additional funding?

Please tick the appropriate box

Cross-subsidy from reserved area

Compensation fund for USP

Compensation fund for provider of uneconomic services

Government grant

Other (please specify below)

No preference

Protection of customer rights

32. Do you advise your members on the complaints and redress procedures they should make available to users?

Yes/No

33. Does a National Regulatory Authority for the postal sector play any role in relation to the complaints procedures operated by your members?

Yes/No

If Yes, are you broadly satisfied with the role the Authority plays in this regard?

Yes/No

34. Do you feel that your members should be encouraged or required to adopt procedures to protect consumer rights in addition to the national procedures that protect consumer rights generally?

Yes/No

**Study on the Impact of Certain Aspects
of the Application of the Directive
97/67/EC
on the Postal Sector**

Final Report

Questionnaire breakdown

PPP Formatting:

Background information Q1 - 4 = bkgrnd info

Universal service Q5 - 11 = uni serve

Includes: Quality Q10

Distinction by USP between u.s & value added Q11

National Regulatory Authority Q12 -15= nra

Authorisation and licensing Q16 - 28 = auth lic

Compensation funds Q29 - 31 = compfunds

Protection of Customer rights Q32 - 34 = custom rights

USP Formatting:

Background information Q1 - 8 = Bk info

Overall effect of Directive Q9 - 30 = over efft

Includes: Distinction between universal service & value-added services
Q13/14

Universal service - domestic quality Q15 - 27

Universal service - cross border quality Q28 - 30

Universal service - affordable price Q31 - 45 = afford pr

Includes: Universal service - access Q37 - 42

Universal delivery Q43 - 45

Universal service - clearance Q46 - 52 = uni ser clearance

Includes: universal service - weight limit Q48 - 52

Universal service - general Q53 - 59 = general

National Regulatory Authority Q60 - 63 = nra

Authorisation and licensing systems Q64 - 67 = auth lic

Compensation funds Q68 - 70 = compfunds

Protection of consumer rights Q71 - 75 = cons right

NRA Formatting:

Background market information Q1 - 3 = Bkgr mkt info

Background information on NRA Q4 - 32 = bkgr info

Includes: Controlling body of NRA Q10 - 18

Finance, budget & staffing Q19 - 32

Functions of NRA Q33 - 42 = fncts

Universal service Q43 - 56 = uni serv

Compensation funds Q57 - 60 = comp funds

Authorisation and licensing systems Q61 - 64 = auth licen

Protection of consumer rights Q65 - 70 = pro con rts

View of current legal framework Q71 - 72 and Appendix = legal frm

Includes: Competent National Authority Q72

NCA Formatting:

Background information Q1 - 3 = bkgr info

Universal service Q4 - 27 = uni serve

Includes: Domestic quality Q12 - 20

Intra community cross border postal services Q21 - 27

National Regulatory Authority Q28 -34= nra

Includes: Relationships with other organisations Q32 - 34

Authorisation and licensing Q35 - 38 = auth lic

Compensation funds Q39 - 42 = compfunds

Complaints and redress procedures Q43 - 59

Competent National Authority Q60 - & Appendix