

## Postal services: Universal Service Providers

**Germany:** from 2009 data refer to the leading market operator (Deutsche Post AG).

### Employment

#### **EMP106:**

**Belgium:** up to 2008 the data are reported in head count, from 2010 in full time equivalents.

**Denmark:** up to 2008 the data are reported in head count, from 2009 in full-time equivalents.

**Estonia:** up to 2007 data included all employed persons (i.e., also persons employed in other activities such as financial services), from 2008 it includes only persons employed in postal and postal related services.

### Access points

#### **ACC2022:**

**Czech Republic:** the increased number in 2010 is caused by the progressive implementation of a pilot project of Czech Post (called Partner Post Office) – the establishment of new franchises on the basis of an agreement between Czech Post and local authorities (from 2010).

**The Netherlands:** the decrease in 2010 is due to the fact that a certain number of these outlets changed into postal outlets with a full service range (ACC2021).

#### **ACC2023:**

**Czech Republic:** includes stands of motorized delivery personnel (there are no other “mobile” post offices in the Czech Republic).

#### **ACC204:**

**Slovak Republic:** up to 2009 data refer only to PO boxes installed in post offices; from 2010 data also include PO boxes in operating areas other than post offices (self service lockable boxes placed outside of post offices).

#### **ACC205:**

**Czech Republic:** data include the number of tobacconists or newsstands when stamps are sold on contractual basis on behalf of the postal operator (Czech Post). In the Czech Republic, this is the prevalent way of buying postal stamps.

**Estonia:** for the period 2004-2007 there might have been a situation where not all places have been counted. The decrease in 2010 was caused by introducing a new non-USO letter mail service (mainly for bulk items). Because of that, the demand for stamps has decreased significantly.

**Hungary:** the decrease in 2010 could be explained by a decline in the stamps demand.

## Breakdown of postal and related services

### **ITM401B:**

Data for this variable refer to the total postal and related services, excluding unaddressed mail items (ITM408), which are, in many countries, not considered as part of postal services.

### **ITM402:**

**Ireland, Latvia and Finland:** including small packets (ITM404).

### **ITM403:**

**Bulgaria, Czech Republic, Denmark, Ireland, Greece, France, Lithuania, Luxembourg, Hungary, Malta, Poland, Portugal and Slovakia:** refers to letter-post services with a weight up to 50 g.

**Germany:** since 2009 there is no reserved area.

**Estonia:** up to 2008, letter-post services with a weight up to 50 g; since 01.04.2009 there is no reserved area.

**Malta:** the number of these items has reduced significantly from 2007 to 2008 due to the use of e-mail, e-commerce, online banking, social networking.

### **ITM405:**

**Germany:** business and private customers parcels.

**Lithuania:** the large number in 2009 is explained by the fact that there were elections in that year and about 2.7 million invitations to vote were sent by post.

**Romania:** break in series in 2008 due to a change in the calculation methodology.

### **ITM406:**

**Germany:** from 2009, private customers parcels.

**Lithuania:** variations in the values of this variable are explained by changes in the accounting of these items.

### **ITM407:**

**Bulgaria:** these services are in the scope of non-USP and are provided under general authorisation.

**Czech Republic and Norway:** in 2004 it includes unaddressed mail items (ITM408).

**Estonia:** since this variable is marginal and has no direct regulation, the services presented under ITM407 may vary from year to year.

**Greece:** the drop or increase in the number of these items is explained by sales results.

**Lithuania:** variations in the values of this variable are explained by changes in the accounting of these items.

### **ITM408:**

This variable is not considered as part of the postal services in the following countries: Bulgaria, Estonia, Ireland, Greece, France, Lithuania, Luxembourg, Hungary, Portugal, Romania, Croatia and the Former Yugoslav Republic of Macedonia.

**Greece:** the drop or increase in the number of these items is explained by sales results.

**Poland:** the decrease in 2008 is due to the growing activity of non-USPs in the unaddressed mail market.

**Romania:** changes in the value of this variable are due to a different interpretation of the definition.

## Breakdown of letter-post services

### **LET409:**

**Denmark, Cyprus and Sweden:** including direct mail (LET410).

**Latvia:** up to 2009 including direct mail (LET410).

**Malta:** up to 2008 including direct mail (LET410).

**Finland:** including registered mail (LET411) and insured mail (LET412).

### **LET410:**

**Hungary:** since 2007, senders are posting their previously direct mail as printed matter or in less number as ordinary letter because of the ceasing of price advantage of direct mail.

### **LET411:**

**Denmark, Ireland, Spain and Sweden:** including insured mail (LET412).

### **LET413:**

**Latvia:** According to the new Postal Law (which entered into force in summer 2009), this variable refers to press items, which before the new law were not counted as postal items.

**Poland:** increase in 2008 due to the fact that the new service launched by the USP in 2006 (samples of merchandise) significantly gained popularity; decrease in 2009 due to the fact that this service significantly lost its popularity; decrease again in 2010 due to the withdrawal of this service.

**Slovak Republic:** from 2006 periodical catalogues are also included.

**The Former Yugoslav Republic of Macedonia:** from 2010 this item is considered outside the scope of the new 2010 Postal law.

## Prices

Prices might not be comparable across countries due to different pricing systems used, either pricing according to weight or pricing according to format. The data received in national currencies have been converted into euro using the annual average exchange rates (source: Eurostat).

### **PRI601:**

The prices refer to a standard letter weighing less than 20 g, with the following exceptions:

**Belgium, Czech Republic, Denmark, Estonia, Malta, Poland, Slovakia and Finland:** up to 50 g.

**Hungary:** up to 30 g.

**Ireland, United Kingdom:** up to 100 g.

**Iceland:** from March 2010 prices for letters up to 50 g.

**PRI602:**

The prices refer to a standard letter weighing less than 20 g, with the following exceptions:

**Belgium, Denmark, Estonia, Poland, Slovak Republic:** up to 50 g.

**Ireland:** up to 100 g.

**Iceland:** from March 2010 prices for letters up to 50 g.

**The Former Yugoslav Republic of Macedonia:** the data refer to prices for international service.

### Quality of service

**DOM501:**

The standard measured is D+1, with the following exceptions:

**Spain:** D+3 for the period 2004-2010.

**Romania:** D+2 for 2006 and 2007.

**Slovenia:** D+2 for 2004.

**Croatia:** D+3 for the period 2004-2006.

**Last update of this file: 10.08.2012**