



glossary of
postal statistics
technical notes

Version 2018



GLOSSARY – DATA COLLECTION ON POSTAL SERVICES

INTRODUCTION

Source of postal data

In the context of the present survey, the European Commission receives data on postal services from the National Regulatory Authorities¹.

Symbols used

- na: Data not available
- z: Not applicable
- c: Confidential
- e: Estimated
- b: Break in the series²
- d: Change in the definition³

General observations/instructions

Member States **must provide additional detailed comments and/or footnotes to the data** when there are:

1. Major increases or decreases of data volumes between reference years.
2. If data is not provided as predefined in this glossary. For instance, you should provide an explanatory footnote:
 - If quality indicators are provided in a percentage other than the assumed indicator of D+1 (QOS 801).
3. **If data is not provided at all, use the above symbols and/or provide an explanation. When the indicator is equivalent to zero please place a 0 in the**

¹ Article 22a of Directive 2008/6/EC

² Break occurring when there is a change in the standards for defining and observing a variable over time

³ To allow domain managers to point out very special issues referring to deviations from the definitions set out in the metadata file.

relevant excel cell (as this is not always obvious to an external reader).

4. The USP(s) and the non-USP(s) data could be retrieved if the NRA conducts a targeted questionnaire based survey. In this case, the timing/ quality of the data collection process would improve if each NRA counterchecks the USP(s) data via its homepage or annual reports. If data is missing, it is expected that each NRA would directly contact their designated USP. In the cases where it is absolutely necessary to provide estimates, please report the method in a footnote.

5. Data collection for non-USPs by NRAs: complete coverage or sampling

If not covering all operators, the NRAs shall define for their country a representative sample and collect the data of the pre-defined sample according to the questions and structure of the Data collection on Postal Services questionnaire. The sample may be based on the top 20 biggest operators in the national postal services markets (based on their volume or turnover derived from postal services) or on the group of postal services operators representing 90% of the total postal services volumes or market turnover.

The NRAs must inform the European Commission in **Section 2.4 (Data Collection Methodology, Reporting Scheme)** whether the data provided on non-USPs comes from:

- A. **All:** non-USPs (this may be the case in some countries where there are only few new operators), or
- B. **A representative sample:** If this is the case then:
 - Specify the method for defining the representative sample, and
 - Specify the reply rate from non-USPs

Definitions used in this Glossary

1. Postal Services are, (according to Art 2.1 and art 2.6 of the Postal Services Directive), those services involving the clearance sorting transport and distribution of postal items (items addressed in the final form in which it is to be carried by the postal service provider. In addition to items of correspondence, such

items include for instance books, catalogues, newspapers, periodicals and postal parcels containing merchandise with or without commercial value). For the purposes of this questionnaire, courier, express and other value added parcel services are considered as postal services. This definition excludes unaddressed items.

2. For the purpose of this questionnaire, the notion of **Universal Service Provider(s) (USPs)** means the postal operator(s) that is/are designated (directly or indirectly, see NUM701.01⁴) to provide the universal service obligation (hereafter USO).

3. **Universal services** are those services for which the minimum requirements are defined in Article 3 of the PSD. The scope of products which fall within the universal service may differ from country to country.

4. **Universal Service Area** (US Area) comprises the **universal** postal services and the services interchangeable with the USO provided by

1) the operator designated (directly or indirectly) to provide the Universal Service (see NUM701.01 below) as well as

2) the postal operators that provide universal services and/ or services interchangeable with the USO according to Art. 9 paragraph 2 of the Postal Services Directive (see NUM701.02 below).

Interchangeable services are those services, that from a user's perspective, can be regarded as services that display interchangeability to a sufficient degree with the universal service, taking into account the characteristics of the services, including added value features, as well as the intended use and the pricing. These services do not necessarily have to cover all features, such as daily delivery or complete national coverage (from recital 27 of the PSD).

5. Bulk mail are quantities of mail posted by one customer at one occasion and at the same induction point in a defined volume.

Bulk mail regularly includes mail such as bills, invoices, financial statements or other

non-identical bulk messages or direct mail that can be posted at the outlets of the postal operator (both physically or electronically) or the operator can collect it from the customer's premises, mainly pre-sorted, in bulks.

Bulk mail is usually charged at lower rates than single piece mail (both within the framework of an individually negotiated contract, or due to discounts obtained from the list prices).

POSTAL MARKET INDICATORS

1.1 EMPLOYMENT

EMP101=EMP101.01+ EMP101.02

EMP 101: Number of persons employed in the provision of postal services domestically.

1. Postal services include postal operations and CEP (courier/express/parcels) services.

The employment indicators notably exclude staff exclusively working in companies' other activities such as financial services (i.e. money orders, giro and savings bank or postal bank services).

2. The indicator of domestic employment refers to the number of persons employed **in postal services within the economic territory of the country of reference.**

This indicator **includes:**

- Persons who work in the postal services operator, and are paid by it, with definite or indefinite duration contracts.
- **Persons absent for a defined period** (i.e., sick leave, paid leave, maternity leave or special leave), and also those on strike, but not those absent for an indefinite period.

3. The employment indicators are reported as follows: in **Head Count** (actual number of employees), and in **Full Time Equivalent**

⁴ Designation via market forces also falls under this category

(FTE)⁵. If head count is not available from your data collection, please provide an estimate,

Note:

1. The number of persons employed should be measured **as an average over the reference year**⁶.

2. **Full-Time Equivalent** (i.e. the number of full-time equivalent jobs), is defined as total hours worked divided by average annual hours worked in full-time jobs⁷.

1.2 POSTAL ENTERPRISES

NUM701: Number of enterprises providing postal services

This indicator includes the total number of enterprises providing **postal services**. The count refers to the population concerned in the business register (or NRA's register) corrected for errors. Only **active** enterprises which either had turnover or employment at any time during the reference period should be included. Dormant (temporarily inactive) and inactive enterprises are excluded. This statistic should include all enterprises active during at least a part of the reference period.

$$\text{NUM701} = \text{NUM701.01} + \text{NUM701.02} + \text{NUM701.03}$$

Note:

In order to avoid double-counting, only one of the next three options should be selected per enterprise.

Operators designated to provide the universal service (directly or indirectly) should be recorded **always** and **only** in NUM701.01.

⁵ An FTE of 1.0 means that the person is equivalent to a full-time worker, while an FTE of 0.5 signals that the worker is only employed half-time.

⁶ The annual average should be measured using at least data for each quarter (according to the definition in the Structural Business Survey from EUROSTAT).

⁷ OECD definition

Operators –other than the designated one- that provide universal services or services interchangeable with the USO should **always** and **only** be recorded in the category “NUM701.02”.

All other postal operators not described above should be recorded in NUM701.03.

NUM701.01: Companies providing the universal service under direct or indirect designation

This indicator refers to **designated postal operators that are under any form of legal obligation providing a universal service** or parts thereof within a Member State; irrespective of the legal instrument required to do so (e.g. authorization; public procurement; direct designation by law/legislative act or indirect designation by virtue of the obligation to inform in advance the competent national authority of the intention not to provide universal services for certain parts of the territory or parts of the universal service).

NUM701.02: Companies providing universal services or services interchangeable with the USO.

In this section NRAs are requested to provide the number of postal operator that are providing universal postal services or services interchangeable with USO (if applicable).

NUM701.03: Companies providing other postal services

In this section NRAs are requested to provide the number of all operator that provide postal services **that do not fall under the provision of universal service obligation nor considered as services interchangeable with the USO (if applicable)**.

1.3 FINANCIAL RESULTS

FIN 303: Turnover: Total turnover from the provision of postal (and other related) services domestically⁸.

⁸ Turnover generated within the economic territory of the country of reference. This includes turnover generated from inbound, outbound and domestic services.

Turnover comprises the totals invoiced by all postal operators during the reference period, for market sales of services supplied to third parties within the country where the operator is based. **Receipts from foreign operators are also included.**

Turnover includes:

- all duties and taxes on the services invoiced by the postal (and related) services operator with the exception of the VAT invoiced by the operator vis-à-vis its customers as well as other similar deductible taxes directly linked to turnover.
- all other charges (transport, packaging, etc.) passed on to the customer, even if these charges are listed separately in the invoice.
- Reduction in prices, rebates and discounts as well as the value of returned packing must be deducted.

Turnover excludes:

- Income classified as other operating income, financial income and extraordinary income in company accounts
- Operating subsidies received from public authorities or the institutions of the European Union.

Note:

1. Indirect taxes can be separated into three groups.

(i) The first comprises VAT and other deductible taxes directly linked to turnover, which are excluded from turnover. These taxes are collected in stages by the enterprise and fully borne by the final purchaser.

(ii) The second group concerns all other taxes and duties linked to products which are either 1) linked to turnover and not deductible or 2) taxes on products not linked to turnover. Included here are taxes and duties on imports and taxes on the production, export, sale, transfer, leasing or delivery of goods and services or as a result of their use for own consumption or own capital formation.

(iii) The third group concerns taxes and duties linked to production. These are compulsory, unrequited payments, in cash or in kind which are levied by general

government, or by the Institutions of the European Union, in respect of the production and importation of goods and services, the employment of labour, the ownership or use of land, buildings or other assets used in production irrespective of the quantity or the value of goods and services produced or sold.

FIN 303.L: Turnover – total generated for Letter mail services

In this entry, NRAs should report the aggregated turnover attributed to the volumes for letter mail post reported for domestic volumes (DTR 401.01), inbound volumes (ITR501.01), and outbound volumes (ITR502.01) generated by designated (directly or indirectly) USP(s) (i.e. NUM701.01), operators providing universal services or services interchangeable with the USO (i.e. NUM701.02) and other postal operators (NUM701.03)

FIN303.01.01: Total generated turnover in the Universal Service Area attributed to the letter segment

In this section NRAs should report the aggregated turnover generated by the letter mail segment within the Universal Service Area.

FIN303.02.01: Total generated turnover in the non- Universal Service Area attributed to the letter segment

In this section NRAs should report the aggregated turnover generated by the **letter mail** segment **outside** the Universal Service Area.

FIN 303.P: Turnover – total generated for Courier Express and Parcels services

In this entry, NRAs should report the aggregated turnover attributed to the volumes for Courier and Express and Parcel services reported for domestic volumes DTR 401.03, inbound ITR501.03, and outbound ITR502.03 generated by designated (directly or indirectly) USP(s) (i.e. NUM701.01), operators providing universal services or services interchangeable with the USO (i.e. NUM701.02) and other postal operators (NUM701.03) .

FIN303.01.02: Total generated turnover in the Universal Service Area attributed to the parcel segment

In this section NRAs should report the turnover generated by the **parcel** segment **within** the Universal Service Area.

FIN303.02.02: Total generated turnover in the non- Universal Service Area attributed to the parcel segment

In this section NRAs should report the turnover generated by the **parcel** segment **outside** the Universal Service Area.

Note:

$\text{FIN 303} = \text{FIN303.L} + \text{FIN303.P}$ $\text{FIN303.L} = \text{FIN303.01.01} + \text{FIN303.02.01}$ $\text{FIN303.P} = \text{FIN303.01.02} + \text{FIN303.02.02}$
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FIN303.01 Turnover - services in the universal service area

In this entry, NRAs should report the aggregated turnover attributed to the Universal Service Area, which is reported in the annual regulatory accounts of the (designated, directly or indirectly) USP(s) (i.e. **NUM701.01**) as well as of operators providing universal services or services interchangeable with the USO (i.e. NUM701.02).

Turnover information FIN303.01 is requested in the following broken down segments: turnover generated in (i) the letter mail segment (under code FIN303.01.01) and (ii) the parcels segment (under code FIN303.01.02). It is further broken down in the fourth level codes (FIN303.01.0X.01) in turnover generated by the operator who is entrusted with the provision of the universal postal obligation (directly or indirectly).

$\text{FIN303.01} = \text{FIN303.01.01} + \text{FIN303.01.02}$
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FIN 303.02: Turnover - services outside the scope of universal service area

In this entry NRAs should report the aggregated turnover attributed to the postal

services of the operators providing services outside the scope of the universal service area.

Note:

To avoid double counting, FIN303.02 should not record financial flows already reported in FIN303.01.

$\text{FIN303.02} = \text{FIN303.02.01} + \text{FIN303.02.02}$
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And overall,

$\text{FIN 303} = \text{FIN303.01} + \text{FIN303.02}$
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Turnover information FIN303.02 is requested in the following broken down segments: turnover generated in (i) the letter mail segment (under code FIN303.02.01) and (ii) the parcels segment⁹ (under code FIN303.02.02). It is further broken down in the fourth level codes (FIN303.02.0X.01) in turnover generated by the operator who is entrusted with the provision of the universal postal obligation (directly or indirectly).

When providing the breakdown the following rules shall apply:

<p>Total FIN generated from the USP by the provision of POSTAL and RELATED services=</p> $\text{FIN303.01.01.01} + \text{FIN303.01.02.01} + \text{FIN303.02.01.01} + \text{FIN303.02.02.01}$

<p>Total FIN generated by the USP within the universal area=</p> $\text{FIN303.01.01.01} + \text{FIN303.01.02.01}$
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1.4 BREAKDOWN OF DOMESTIC TRAFFIC

This section refers to the number of items handled in postal services for the specified segments. **Domestic, inbound and outbound international items are dealt with separately within the DTR and ITR sections.**

The breakdown of domestic traffic is requested by type of operator:

⁹ In this element we include turnover generated in the CEP market

DTR401.XX.01: traffic attributed to the postal operator providing the universal service obligation under direct or indirect designation, regarding the products in question.

DTR401.XX.02: traffic attributed to all other postal operators.

1.4 TOTAL DOMESTIC TRAFFIC

DTR 401.01 *Domestic letter post services: standard services* involving the clearance, sorting, transport and delivery, originated and delivered in the country, or services not significantly different from these. This includes 1st and 2nd class and equivalent services.

- **Letter-post items** consist of addressed letters, postcards, registered and insured mail, other printed papers (**newspapers, periodicals, catalogues, etc.**), small packets (see note), literature for the blind ("phonopost" items, etc.), commercial papers, samples of merchandise, etc.

- Upper limit¹⁰: **Size:** 381mm x 305mm x 20mm; **Weight: maximum 2kg.**
- **It excludes Parcels.**

Note:

For the purpose of this data collection exercise, the NRA should identify and isolate small packets figures, **and the latter should be included together with the statistics for parcels (DTR 401.03).** I

In case countries have small packets figures (also) included in the letter stream, NRAs should provide this information and explain this fact in the footnote/comment areas, even if the number of these items is non-identifiable.

$$DTR401.01 = DTR401.01.01 + DTR401.01.02$$

DTR 401.03: Parcel Services, TOTAL

Parcel services comprise courier, express and parcels services as defined below by all postal operators.

For the purpose of this questionnaire postal operators include those operators who perform express services using the service provider's own end-to-end delivery network.

Courier services

Courier services are *postal services* in which the item is always under the responsibility of the same person.

It can contain any *postal item* (the distinction with freight transportation is made in consideration of the upper limits for parcels).

Express services

Express services are services featuring, in addition to greater speed and reliability in the collection, distribution, and delivery of items, **all or some** of the following supplementary facilities: *guarantee of delivery by a fixed date; collection from point of origin; personal delivery to addressee; possibility of changing the destination and address in transit; confirmation to sender of receipt of the item dispatched; monitoring and tracking of items dispatched; personalised service for customers and provision of an à la carte service, as and when required.* Customers are in principle prepared to pay a higher price for this service.

It can contain any *postal item* (the distinction with freight transportation is made in consideration of the upper limits for parcels).

Parcels services

Standard/ordinary postal services, and non-standard services **except courier and express.**

Note:

Please indicate in the footnote/comment area if these volumes are estimated on the basis of a particular sample in your reference country.

$$DTR401.03 = DTR401.03.01 + DTR401.03.02$$

1.5 - 1.5a: TOTAL INTERNATIONAL TRAFFIC

The NRAs are required to report the total of inbound international traffic [ITR501], and outbound international traffic [ITR502].

¹⁰ In case under national legislation these limits are exceeded, the NRA should provide the information in the footnote/comment area

International traffic should be solely reported in this section and not in the domestic traffic of section 2.4 [DTR401].

The breakdown of International traffic follows the following rules:

ITR 501= ITR501.01+ ITR501.03

ITR502 = ITR502.01+ITR502.03

ITR501.01 = ITR501.01.01+ITR501.01.02

ITR501.03= ITR501.03.01+ITR501.03.02

ITR502.01=ITR502.01.01+ITR502.01.02

ITR502.03=ITR502.03.01+ITR502.03.02

1.6 SIZE OF THE US PROVIDED BY THE UNIVERSAL SERVICE PROVIDER(S)

This section requires information about those services falling within the scope of the universal service and which are provided by the universal service provider(s) under direct or indirect designation.

Each Member State defines which services and products constitute universal service on its territory. Article 3 of the Postal services directive defines the minimum requirements for the universal service.

This section does not comprises the services interchangeable with the universal service.

Overall:

USO701= USO701.01+ USO701.03 + USO701.04+ USO701.05 + USO701.06+ USO701.07

USO 701.01: Domestic Universal Letter-Post services provided by the universal service provider(s), total

A universal letter post item is an item addressed in the final form in which it is to be carried by the universal service provider (s).

They **may** include:

- Items of correspondence (first and second class, when relevant): ordinary letters and postcards and addressed bulk mail (if not excluded from the US).

- Other (addressed) letter-post items cover printed papers (generally weighing less than parcels) such as printed matter (journals, newspapers, catalogues, periodicals), and other specific items (i.e. literature for the blind and, as applicable in the domestic service, samples of merchandise, “phonopost” items).

- Small packages containing merchandise with or without commercial value countries . However these should not be included in letter post, but should be reported under **USO 701.03.01**, **domestic small packets provided by the universal service provider(s)**.

- Upper limit¹¹: **Size:** 381mm x 305mm x 20mm; **Weight: maximum 2kg**.

It **excludes**:

- Unaddressed items.
- Parcels

Note:

1. The scope of the universal service for letter post items will vary according to the country. For example, some **countries may not include bulk mail into universal letter mail services**. In addition, other countries might include only **first class mail** as Universal Services and exclude the second class mail¹². The NRA should specify in section 2.1 what are the services included in the scope of the universal service within its country.

2. Furthermore, as the scope of the universal service can vary, the total domestic letter post services provided by the USPs **may not** be equal to the total domestic universal letter post services.

USO701.01.01: Ordinary letters and postcards provided by the universal service provider(s)

¹¹ In case under national legislation these limits are exceeded, the NRA should provide the information in the footnote/comment area

¹² Please indicate in the footnote/comment area in case the second class mail is excluded from the universal service area.

This category should include all letter post items falling in the scope of the US, which do not fit in the category USO701.01.02, 701.01.04 and 701.01.05.

USO701.01.02: Universal Bulk Mail provided by the universal service provider(s)

NRAs should only report for this indicator when bulk mail is in the scope of the universal service.

Note:

1. If countries do not include bulk mail in the scope of the universal service this entry should be flagged as "z". For the definition of bulk mail, see the definitions in the introduction.

2. When distinguishing between **bulk mail** and **letters and postcards**, the item's format and weight are not considered.

USO701.01.04: Registered Mail provided by the universal service provider(s)

Registered items are services providing a flat-rate guarantee against risks of loss, theft or damage and supplying the sender, where appropriate upon request, with proof of the handing over the postal item and/or of its delivery to the addressee.

Note:

Some countries may not be able to split the figures between registered and insured mail, as a registered item may also be insured, thus there is a risk of double counting. **Please include in the footnote area if this is the case in your reference country.**

USO701.01.05: Insured Mail provided by the universal service provider(s)

Insured mail is mail containing securities or valuable documents or articles. Insured mail is insured for the amount of the value declared by the sender in the event of loss, theft or damage (i.e. an amount generally higher than a mere flat-rate).

Overall:

$\text{USO701.01} = \text{USO701.01.01} + \text{USO701.01.02} + \text{USO701.01.04} + \text{USO701.01.05}$
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USO701.03: Domestic Universal Parcel Services provided by the universal service provider(s)

Domestic Universal Parcel Services are basic parcel services, without added value service features, weighing up to 10 Kg or up to 20Kg¹³.

This category should also include small packets.

USO701.03.01: of which domestic small packets provided by the universal service provider(s)

Domestic small packets up to 2kg should be reported separately under this sub category.

Note:

1. The NRA should specify in the footnote/comment area what services are included in the domestic universal parcel services within its territory. For example, some countries may **not include** bulk parcels as universal parcels. In addition, other countries might include only **parcel services up to 10Kg** as Universal Services and exclude heavier parcels from their Universal Service. In the footnote/comment area, **NRAs are requested to clarify if those basic parcel services include track and trace.**

2. Parcels should also be distinct from letter-post items and transportation freight

USO701.04: International Universal Letter mail (inbound) provided by the universal service provider(s)

The NRAs are asked to complete this entry using the part of the **inbound international (sum of intra EU and extra EU) letter mail traffic** that is considered to be a part of the universal service. Outbound international letter mail is to be included under a different code.

It should not include small packets which should be reported under USO701.05.01.

USO701.05: International Universal Parcel Services (inbound) provided by the universal service provider(s)

¹³ For countries where the upper limit in the domestic market is 20 Kg under the national legislation, the NRA should provide this information in the footnote/comment.

The NRAs are asked to complete this entry using the part of the **inbound international** (sum of intra EU and extra EU) **parcel traffic** that is considered to be a part of the universal service area. It includes small packets.

Outbound international parcel services are to be included under a different code.

USO701.05.01: of which Small packets (inbound) provided by the universal service provider(s)S

Small packets (inbound) up to 2kg should be reported separately in this sub category.

USO701.06: International Universal Letter Services (outbound) provided by the universal service provider(s)

The NRAs are asked to complete this entry using the part of the **outbound international** (sum of intra EU and extra EU) **letter traffic** that is considered to be a part of the universal service.

It does not include small packets which should be reported under USO701.07.01.

USO701.07: International Universal Parcel Services (outbound) provided by the universal service provider(s)

The NRAs are asked to complete this entry using the part of the **outbound international** (sum of intra EU and extra EU) **parcel traffic** that is considered to be a part of the universal service area. It includes small packets.

USO701.07.01: of which small packets (outbound) provided by the universal service provider(s)S

Small packets (outbound) up to 2kg should be reported separately in this sub category.

1.7 ACCESS POINTS (only for USPs under direct or indirect designation)

ACC 201: NUMBER OF ACCESS POINTS

Physical facilities, including letter boxes provided for the public either on the public road or at the premises of the providers of postal services, where postal items may be deposited by customers for processing by postal operators.

The information requested refers only to the access points offered by the designated

(directly or indirectly) Universal Service Provider (s).

ACC201= ACC201.01+ ACC201.02+ ACC201.03+ ACC201.04

ACC201.01: (Post) Offices open to the public and Postal agencies

Offices open to the public refer to offices to which customers may apply for all postal services. They include mobile or fixed offices.

FIXED

ACC201.01.01: Full-service post offices/agencies/outlets are "permanent" offices to which, in principle, customers may go to **access all postal services**, including sections of exchange offices or sorting offices offering similar services,

ACC201.01.01.01: of which offices that are operated by the operator(s) providing the Universal service under direct or indirect designation

ACC201.01.01.02 : of which outlets that are operated by other service providers (retailers, etc...) providing the full range of postal services, and that are subject to a service provision agreement with the universal service provider under direct or indirect designation.

ACC201.01.02: Other post offices/agencies/outlets with reduced services¹⁴ are offices that **offer a reduced range of services and/or have limited opening times** for the public, including sections of exchange offices or sorting offices offering similar services

MOBILE

ACC201.01.03: Mobile post offices (number of service locations) are set up in a train, a road transport vehicle or a boat, with the purpose of serving regions without permanent post offices (or locations at the outskirts of regions with

¹⁴ May be owned by a postal operator or franchised, e.g. a post office point in a supermarket

permanent post offices). **These postal service points provide services similar to the counter services of a post office** (including acceptance besides delivery of postal items) at a specified time for each designated place. Users can also deposit parcels, letters or express items with them or make payments to them.

The number to be provided should refer to the number of (appointed) places where the vehicles stops to provide the above mentioned services.

ACC 201.01.04 Mobile post offices (number of delivery routes) are defined routes covered by delivery personnel providing services similar to the counter services of a post office during the delivery journey. Users can also deposit parcels, letters or express items with them or make payments to them.

ACC 201.02: Letter-boxes

Letter-boxes include those provided for the public either on the public highway or at the premises of the universal service provider, where postal items may be deposited with the public postal network by customers.

When counting the number of letter boxes one should refer to the number of geographical points where letter-boxes are located, i.e. where several letter-boxes are placed together at the same place, they should be counted as one (e.g. two letter boxes existing at the same location, one aiming for collecting/depositing cross-border mail and the other for domestic mail).

ACC201.03: Post office box

A post office box (P.O. Box) is a facility available to users at their request where the mail is delivered to instead of their actual postal address.

ACC201.04: Parcel locker station

A facility providing autonomous containers/boxes to be used for receiving or sending individual parcels. Each entity with a set of such containers/boxes constitutes one parcel locker station.

1.8 QUALITY INDICATORS WITHIN THE SCOPE OF THE UNIVERSAL SERVICE (ONLY for USPs directly or indirectly designated)

The quality of postal service concerning transit times (D + n)¹⁵ is described for both domestic and international (mail from intra-EU) service.

The traditional **quality indicator** of postal service is the percentage of letters delivered on time according to the national performance indicator stipulated by the NRAs, and the intra-EU (cross border mail) performance indicator stipulated by the Postal Services Directives (Annex II).

Domestic service

QOS801: % of letters (fastest standard category delivered on time according to national performance indicator (**assumed to be D+1 working day**))

Note:

If another performance indicator is used (**other than D+1**), the reference country should state its standard in a footnote.

International service

QOS 803: % of items delivered by D+3 (working days)

QOS 804: % of items delivered by D+5 (working days)

Note:

In a footnote please define the source you use.

1.9 PRICES FOR 1st class 20 g and 2 Kg LETTER MAIL and for standard 2 kg PARCELS (Only for USPs directly or indirectly designated)

Prices of postal items vary significantly between EU Member States for several reasons. For reasons of comparability, **the price of a 1st class letter weighing 20 g is requested for the following three services:** domestic, intra-EU, and international. The price of a 2 kg letter **is also requested for the**

¹⁵ D represents the date of deposit, and n represents the number of working days which elapse between the date of deposit (D) and the date of delivery to the addressee).

following three services: domestic, intra-EU, and international. The price of a 2kg parcel of the standard category for domestic, intra-EU and international, is requested for the parcel segment.

For the intra-EU, letter and parcel prices, the NRAs are requested to provide the information per EU country of destination.

For the international prices, if more than one price per zone applies, the NRAs are requested to provide this information in the footnote/ comment area.

Prices should be indicated as of **1 July** of the reference year. In case preferential tariffs are granted, (i.e. between certain countries) or if intra-EU and international tariffs vary by destination country, this should be explained in a footnote.

All prices should exclude VAT. If VAT applies in any of the product categories above, provide the respective rate in the footnote/ comment area.

PRI 901: Domestic letter service 20 g

List price for the handling of a **domestic standard (1st class) letter weighing 20 g** (universal service)

Note:

Please also provide in the footnote area the following information: (a) whether this price reflects a letter up to 50g¹⁶, and (b) the dimensions it covers.

PRI 902: Intra-EU letter service 20 g

List price for the handling of a standard (1st class) intra-EU letter, weighing 20g (universal service). In the subcategories PRI902.01 until 902.33 please provide the list price per destination.

PRI 903: International (Extra EU) letter service 20 g

¹⁶ Please indicate in the footnote/comment area in case the limits are different in your reference country.

List price for the handling of an international standard (1st class) letter, weighing 20g (universal service).

PRI 904: Domestic Parcel service 2 Kg

List price for the handling of a **standard domestic** parcel weighing 2Kg (Universal service).

Note:

Please, also provide in the footnote area the following information: **(a)** whether this price reflects a parcel up to 2Kg, **(b)** the dimensions it covers and **(c)** any value added features are included in this price.

PRI 905: Intra EU Parcel service 2 Kg

List price for the handling of an **Intra EU standard** parcel (outbound), weighing 2Kg. In the subcategories PRI905.01 -PRI905.33, please provide the list price per destination.

PRI 906: International Parcel service 2 Kg

List price for the handling of an International (Extra EU) **standard** parcel (outbound) weighing 2Kg.

PRI906.zone1– Price906.zone6, please provide the prices for the different price zones.

Price zones for this purpose refers to the practice of operators to cluster into geographical zones the destination countries, whereby each zone has a specific price, which is the same for all destination countries in that price zone.

PRI 907: Domestic letter service 2 Kg

List price for the handling of a **domestic standard (1st class) letter weighing 2 kg** (universal service)

Note:

Please also provide in the footnote area (a) the dimensions this price covers, (b) any value added features are included in this price

PRI 908: Intra-EU letter service 2 Kg

List price for the handling of a standard (1st class) 2kg intra-EU letter (universal service). In the subcategories PRI908.01 until 908.33 please provide the list price per destination.

PRI 909: International letter service 2 Kg

List price for the handling of an international standard (1st class) 2kg letter. (universal service).

comments/footnote area, mentioning the services and types of authorisations required in your reference country.

2 REGULATORY INDICATORS

The following indicators shall be completed by NRAs only.

2.1 UNIVERSAL SERVICES

Please indicate the category of services from the list that are included in the Universal service area of your reference country.

Any services included in the US which are not on the list should be added in the "Others" category with an explanation/description in the comment/footnote area.

2.2 TYPE OF AUTHORIZATION BY CATEGORY OF SERVICES

Please indicate the type(s) of authorisation(s) required for the provision of each of the broad listed categories of postal services (individual licence, general authorisation or no authorisation required)¹⁷.

- An individual licence refers to an authorisation which is granted by a national regulatory authority for the provision of the postal services within the scope of universal service and, where the undertaking is not entitled to exercise the rights concerned until it has received the decision by the national regulatory authority.
- A general authorisation refers to an authorisation for services outside the scope of universal service, which does not require the undertaking concerned to obtain an explicit decision by the national regulatory authority before exercising the rights stemming from the authorisation.
- If there are services within one category requiring different types of authorisations, please mention all types of authorisations relevant to that category and provide additional information in the

¹⁷ Authorization is any permission setting out rights and obligations specific to the postal sector and allowing undertakings to provide postal services and, where applicable, to establish and/or operate postal networks for the provision of such services, in the form of a 'general authorization' or 'individual license'.

2.3. AUTHORITY TO COLLECT DATA

Please indicate the authority the NRA possesses to collect data for each category of service, according to the type of operator (USP (directly or indirectly designated) and all others) in your reference country.

If there are services within one category for which the NRA has different powers to collect data, please mention all types relevant to that category and provide additional information in the comments/footnote area, mentioning services and respective authority to collect data.

2.4. DATA COLLECTION METHODOLOGY

Please indicate, per type of operator:

1. the total number of enterprises providing postal services in the country,
2. the number of enterprises covered by the survey conducted in order to collect data for this questionnaire,
3. the actual number of valid responses to the questions given by the enterprises which participated in the survey,
4. the response rate of the survey measured by the actual number of valid responses divided by the number of enterprises covered by the survey **((3)/(2))**,
5. the representativeness of the valid replies measured by the actual number of Valid Responses divided by the total number of enterprises providing postal services in the country **((3)/ (1))**