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POSTAL AND ELECTRONIC COMMUNICATION SERVICES: TOGETHER AGAIN?

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OUTLINE



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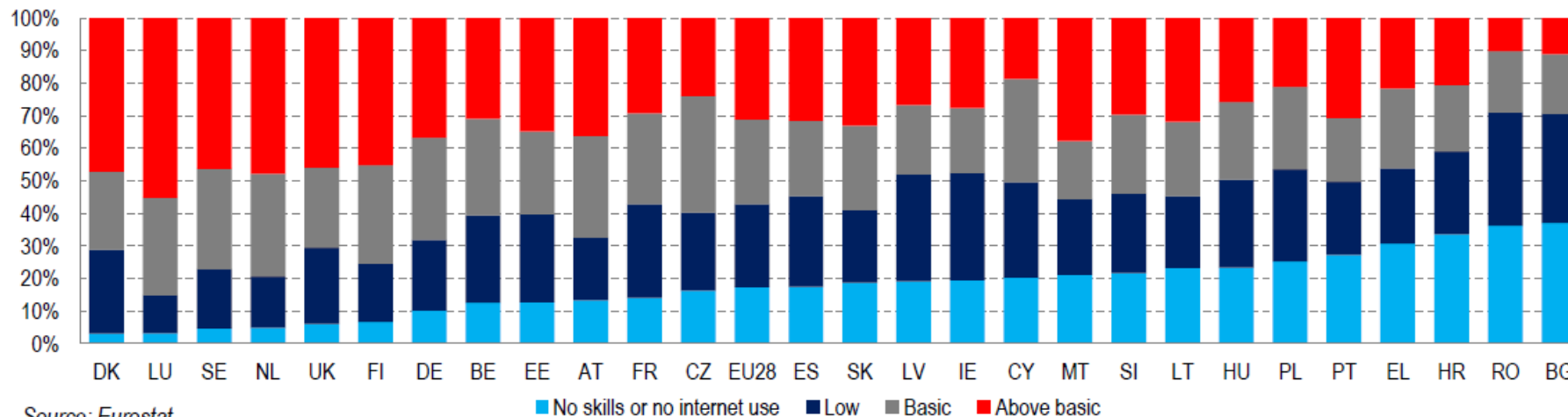
D.REGULATORY STATE OF THE ART

E.REGULATORY RESPONSE (PROPOSAL)

MAJOR EVOLUTIONS AFFECTING THE USO

- E-Substitution → Decline in letter volumes
- Spread of e-commerce → Growth in parcel delivery
- High broadband coverage in the EU
- Digital skills are however still relatively low

Digital skills of the EU population, 2017 (% of individuals, by skills level)**



Source: Eurostat

*More details at: <https://ec.europa.eu/jrc/digcomp>. **To be classified as *low skilled*, an individual has to have carried out activities from only one of the four Digital Competence dimensions considered (information, communication, content-creation and problem-solving). *Basic skills* means that an individual has *basic skills* in at least one dimension, but *no skills* in none. To be classified as *above basic*, the individual has to score *above basic* in all dimensions. Data not available for Italy.



MARKET REACTIONS



- E-commerce → consumers are becoming more demanding on quality of services (e.g. track and trace)
- Opportunity for USPs to speed up innovation
- Postal operators are offering new e-services, UPU 2015:
 - E-post and e-government (e.g. e-mailboxes, hybrid and reverse hybrid mail)
 - E-commerce (e.g. shopping portals and virtual international addresses)
 - E-finance and payments (e.g. e-bill paying and payment solutions)
 - Support services (e.g. track and trace and online change of address)
- Common trend: reacting to convergence by leveraging on existing assets

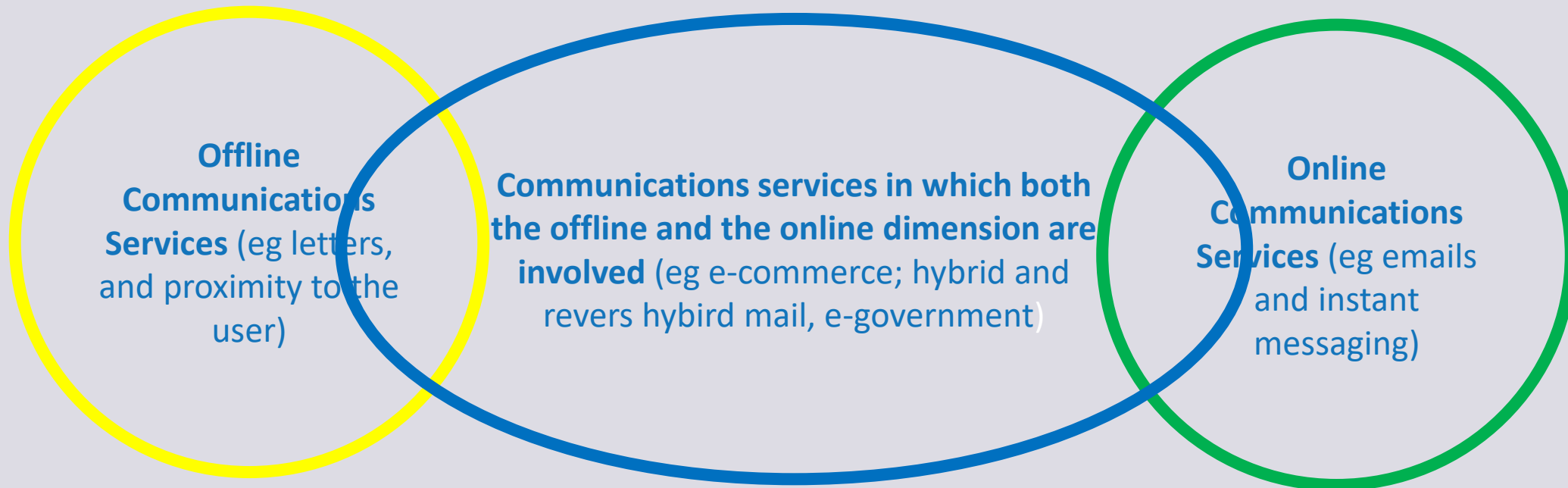


USERS APPROACH



- We are witnessing a demand for communications services that assumes a general dimension
- The approach of users to communication is **technologically neutral** and not **sector specific**.

Technologically neutral approach to communications services by users





REGULATORY STATE OF THE ART



- Postal Services Directive: Member States have to ensure a specified quality (regardless to where a person lives) at an affordable price. USO to be guaranteed at least 5 working days a week.
- Article 5, USO to *evolve in response to the technical, economic and social environment and to the needs of users*
- European Electronic Communications Code, Art.84.2 : *Member States may also ensure the affordability of the services referred to in paragraph 1* that are not provided at a fixed location where they consider this to be necessary to ensure consumers' full social and economic participation in society*
- * Member States shall ensure that all consumers in their territories have access at an affordable price, in light of specific national conditions, to an available adequate broadband internet access service and to voice communications services at the quality specified in their territories, including the underlying connection, at a fixed location.



REGULATORY RESPONSE? ... a proposal

One single USO for Communications Services

- ☐ Citizens shall be granted an effective right to communication services, i.e. they should always be able to communicate from one to another (access);
- ☐ The right to communicate should be guaranteed thanks to the intermodality between different networks and regardless of the technology used (quality);
- ☐ The communication services should be affordable, as to guarantee that every citizen can fully participate in society (price);
- ☐ An appropriate special regime should be set up to protect people with special needs, such as elderlies, disabled people, citizens living in particular rural areas, but also people who do not have sufficient digital skills to be able to rely on an intermodal universal service.
- ☐ A revision of the content and extension, at least every three years, as it is currently realized in the electronic communications sector, of the intermodal Universal Service Obligation should be mandatorily undertaken.
- ☐ A single independent regulatory authority should supervise the application of the intermodal USO for the right



Your feedback is precious!

THANK YOU

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