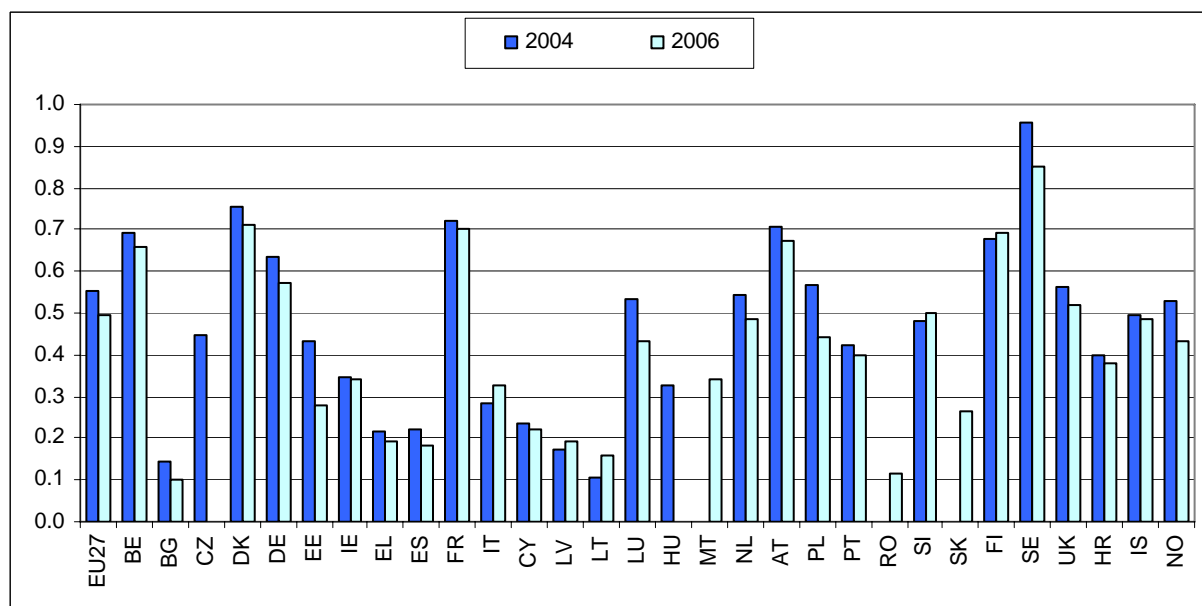


## Postal Services in Europe 2006

### Data on the Universal Service Providers (USPs)

#### Turnover – Share of postal sector in GDP has decreased in EU 27

**Figure 1: Total turnover from the domestic postal sector as % of GDP (2004, 2006)**

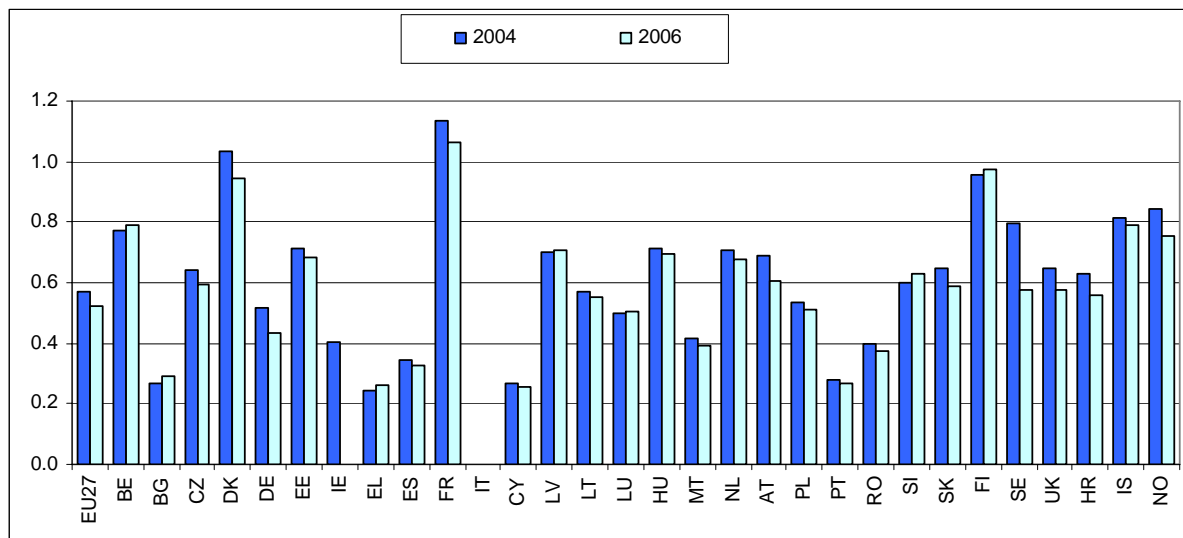


Source: Turnover: Eurostat, EU Postal Survey 2007, GDP: Eurostat, National accounts – ESA.

Notes: The turnover refers to the total turnover from the provision of postal and related services domestically (FIN 303). Turnover data for CZ (2006), MT (2004), HU (2006) and SK (2004) are confidential. Turnover data for RO (2004) are not available. Figures of these countries are not integrated into the calculation of the EU-27 aggregates. Variations between the years can be explained by an increase or decrease in the turnover and/or the GDP of the countries. For more detailed information, see "Methodological notes" at the end of the document.

## Employment – Share of postal employment has decreased in EU 27

**Figure 2: Total number of persons employed in the domestic postal sector as % of the total employment (2004, 2006)**

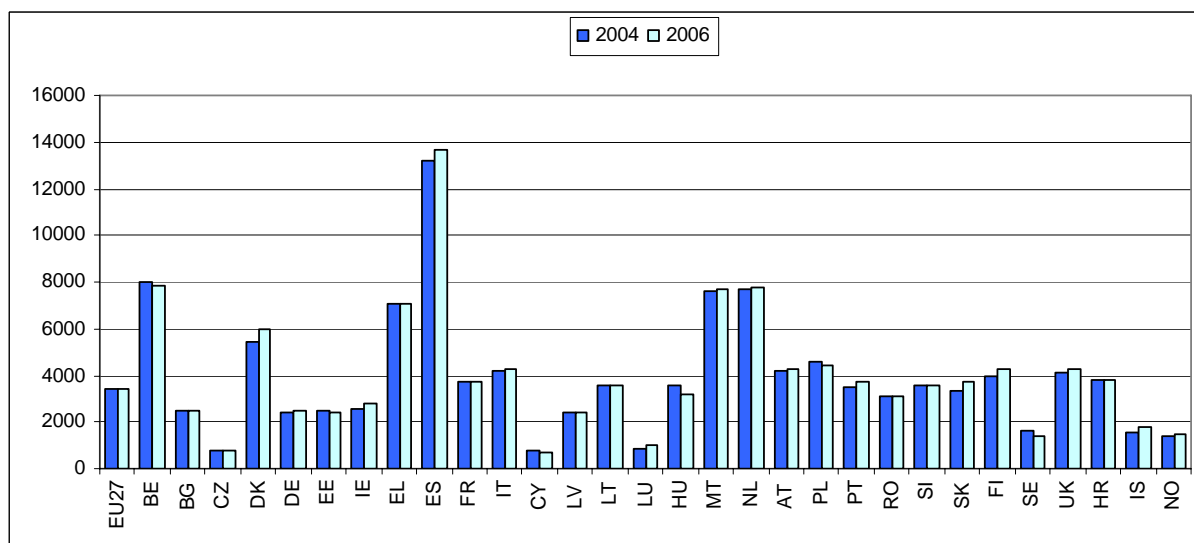


Source: Employment in the postal sector: Eurostat, EU Postal Survey 2007. Total employment: Eurostat, Annual employment averages, domestic concept – ESA, except for IS – resident concept.

Notes: Employment in the postal sector refers to the total number of persons employed for the provision of postal and related services domestically (EMPL 106). Data on domestic employment in the postal sector are confidential for IT (2004) and not available for IE (2006) and IT (2006). The figures for the EU-27 aggregates have been calculated without IE and IT. For more detailed information, see "Methodological notes" at the end of the document.

## Access Points – Number of inhabitants served by post offices remains stable in EU 27

**Figure 3: Number of people served by one post office (including postal agencies, postal outlets, as well as mobile post offices)**



Source: Eurostat, EU Postal Survey 2007. Population data of Eurostat: national population, population by sex and age on 1 January 2005 / 1 January 2007.

Notes: The indicator refers to all offices open to the public and all postal agencies, as well as mobile offices (ACC 202). CZ: delivery and collection personal included ("mobile postmen", which cannot be separated from "mobile offices"). CY: "agents" included in the figures. These agents own small businesses in villages and - next to the provision of basic postal services – deliver and collect mail in the respective village. For more detailed information, see "Methodological notes" at the end of the document.

**Table 1: Access points, 2006**

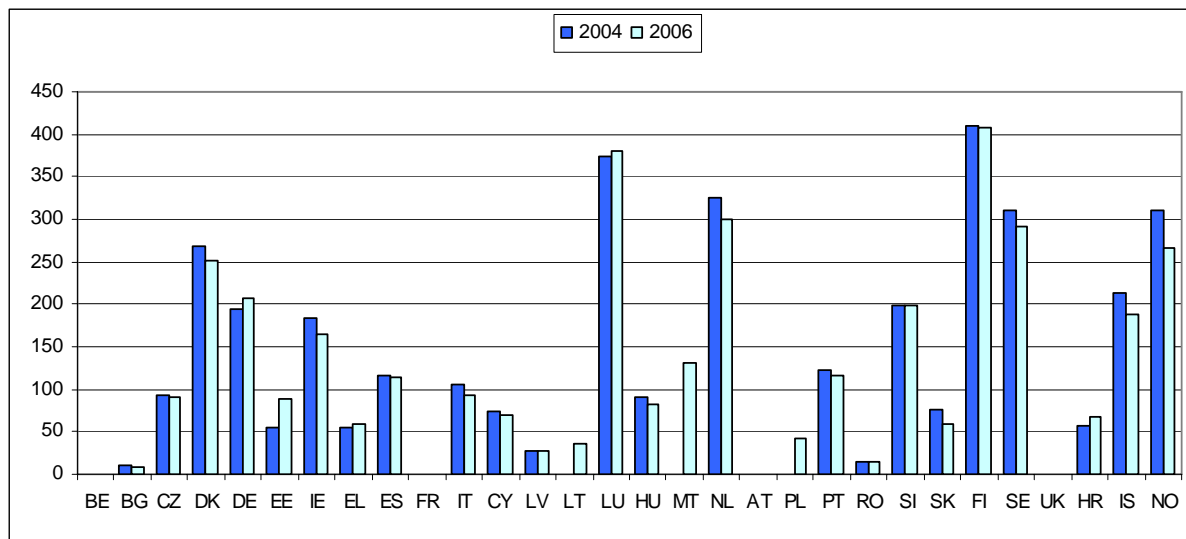
	Post offices /postal agencies / postal outlets and mobile offices (ACC 202)	of which: Mobile offices (ACC 2023)	Letter boxes (ACC 203)	Post office boxes (ACC 204)	Points, at which only stamps can be bought (ACC 205)
	(Number)	(Number)	(Number)	(Number)	(Number)
BE	1 348	0	14 317	37 356	4 500
BG	3 130	0	5 391	:	:
CZ	13 871	10 470	24 006	40 844	14 891
DK	913	0	9 700	57 854	3 795
DE	33 600	21 000	109 000	930 000	5 000
EE	545	0	3 623	11 919	96
IE	1 532	0	6 200	5 200	2 600
EL	1 578	33	10 622	59 535	3 534
ES	3 254	0	33 609	480 000	0
FR	16 883	0	140 500	:	26 679
IT	13 893	31	62 000	3 706	0
CY	1 144	0	970	37 271	0
LV	954	2	2 094	950	0
LT	940	6	3 909	9 377	:
LU	465	357	1 167	6 177	376
HU	3 197	353	13 514	82 796	1 187
MT	53	1	468	:	384
NL	2 110	0	19 114	187 000	6 000
AT	1 944	2	20 000	23 000	:
PL	8 533	0	57 446	122 600	0
PT	2 863	12	18 082	:	4 648
RO	6 903	247	12 712	41 675	0
SI	558	10	3 081	16 537	127
SK	1 595	5	7 086	18 577	1 865
FI	1 232	0	7 932	26 000	3 500
SE	6 375	2 319	24 594	164 200	:
UK	14 219	6	115 000	c	0
HR	1 161	:	5 220	29 735	675
IS	174	83	265	5 058	94
NO	3 249	1 762	25 970	119 000	2 700

Source: Eurostat, EU Postal Survey 2007.

Notes: CZ: ACC 2023: mobile postmen are included. CY: "agents" included. "Agents" own small businesses in village and – next to the provision of basic postal services – deliver and collect mail in the respective village. For more detailed information, see "Methodological notes" at the end of the document.

## Letter-post items

**Figure 4: Number of letter-post items sent per capita (2004, 2006)**



Source: Eurostat, EU Postal Survey 2007. Population data of Eurostat: national population, population by sex and age on 1 January 2005/2007.

Notes: The indicator refers to the total letter-post services (ITM 402). Letter-post services include ordinary letters and postcards, direct mail, registered mail, insured mail and other letter-post items.

Data on letter-post items: BE, LT (2004), AT, PL (2004) and UK (2006) are not available. Data on letter-post items of FR, MT (2004) and UK (2004) are confidential. LU: revised figures on letter-post items: newspapers and periodicals delivered by a special delivery service are included.

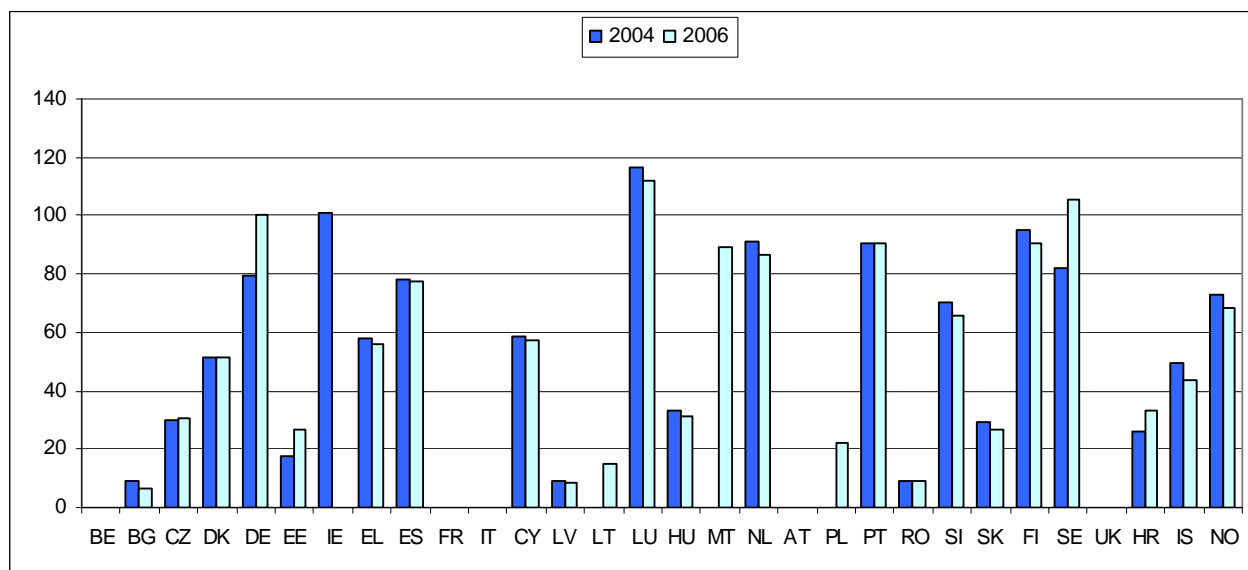
For more detailed information, see "Methodological notes" at the end of the document.

**Table 2: Selected indicators of the European Postal market in 2004 and 2006**

	Turnover from domestic postal (% of the GDP)		Employment in the domestic postal sector (% of total employment)		People served by one post office		Letterpost items sent (per capita)	
	2004	2006	2004	2006	2004	2006	2004	2006
<b>EU27</b>	0.55	0.49	0.57	0.52	3426	3447	:	:
<b>BE</b>	0.69	0.66	0.77	0.79	7986	7852	:	:
<b>BG</b>	0.15	0.10	0.27	0.29	2476	2453	10	9
<b>CZ</b>	0.45	c	0.64	0.60	741	742	93	90
<b>DK</b>	0.76	0.71	1.03	0.95	5433	5966	269	251
<b>DE</b>	0.64	0.57	0.52	0.43	2425	2450	194	207
<b>EE</b>	0.43	0.28	0.71	0.68	2472	2426	55	89
<b>IE</b>	0.35	0.34	0.40	:	2546	2816	184	164
<b>EL</b>	0.22	0.19	0.24	0.26	7082	7080	54	58
<b>ES</b>	0.22	0.18	0.34	0.33	13222	13668	115	114
<b>FR</b>	0.72	0.70	1.14	1.07	3696	3755	c	c
<b>IT</b>	0.29	0.33	c	:	4220	4256	106	93
<b>CY</b>	0.23	0.22	0.27	0.26	741	681	74	70
<b>LV</b>	0.17	0.19	0.70	0.71	2385	2391	28	28
<b>LT</b>	0.11	0.16	0.57	0.55	3602	3601	:	35
<b>LU</b>	0.53	0.43	0.50	0.51	849	1024	375	380
<b>HU</b>	0.33	c	0.71	0.69	3581	3152	91	83
<b>MT</b>	c	0.34	0.42	0.39	7598	7695	c	131
<b>NL</b>	0.54	0.49	0.71	0.68	7720	7753	325	301
<b>AT</b>	0.71	0.67	0.69	0.61	4215	4269	:	:
<b>PL</b>	0.57	0.44	0.53	0.51	4572	4458	:	43
<b>PT</b>	0.42	0.40	0.28	0.26	3467	3702	124	117
<b>RO</b>	:	0.12	0.40	0.38	3114	3124	15	15
<b>SI</b>	0.48	0.50	0.60	0.63	3586	3603	199	198
<b>SK</b>	c	0.26	0.65	0.59	3359	3758	76	60
<b>FI</b>	0.68	0.69	0.95	0.97	3994	4283	411	407
<b>SE</b>	0.96	0.85	0.80	0.57	1646	1430	311	292
<b>UK</b>	0.56	0.52	0.65	0.58	4111	4280	c	:
<b>HR</b>	0.40	0.38	0.63	0.56	3838	3825	57	67
<b>IS</b>	0.49	0.49	0.81	0.79	1553	1768	213	187
<b>NO</b>	0.53	0.43	0.85	0.76	1368	1441	310	266

Source: Eurostat, EU Postal Survey 2007. For GDP, total employment and population, see references under the relevant tables.

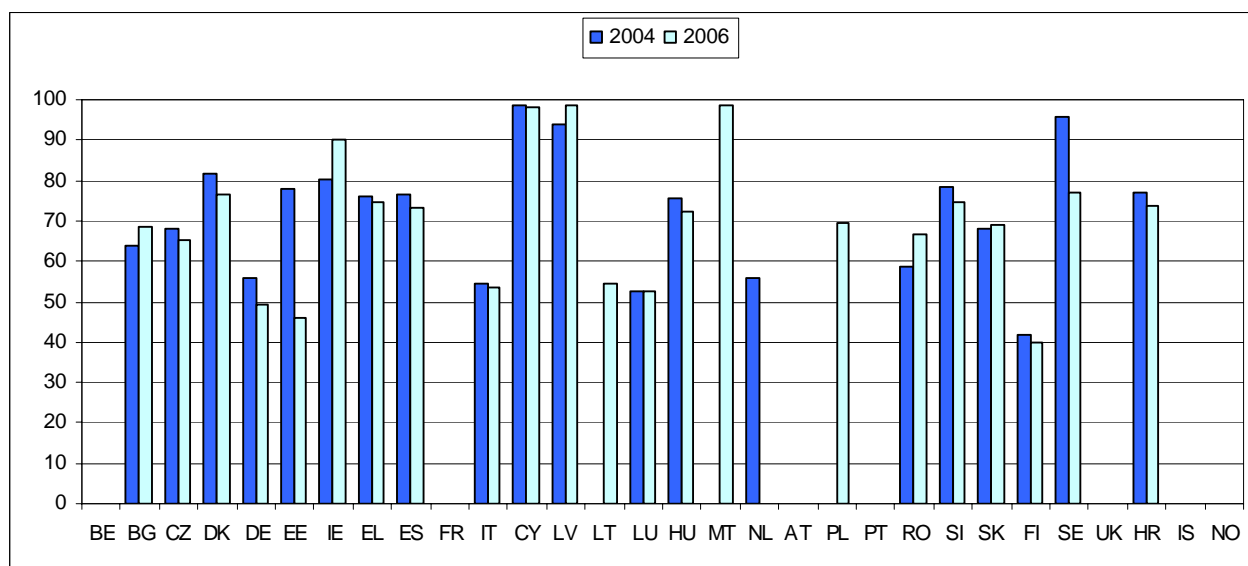
**Figure 5: Number of letter-post items (in 1000) distributed per employee (2004, 2006)**



Source: Eurostat, EU Postal Survey 2007.  
 Notes: The indicator refers to the total letter-post services (ITM 402) in relation to the domestic employment (EMPL 106). Data on letter-post items: BE, LT (2004), AT, PL (2004) and UK (2006) are not available. Data on letter-post items of FR, MT (2004) and UK (2004) are confidential. Data on employment for IT (2004) are confidential and for IE (2006) and IT (2006) are not available. LU: revised figures on letter-post items: newspapers and periodicals delivered by a special delivery service are included. For more detailed information, see "Methodological notes" at the end of the document.

## Letter volumes

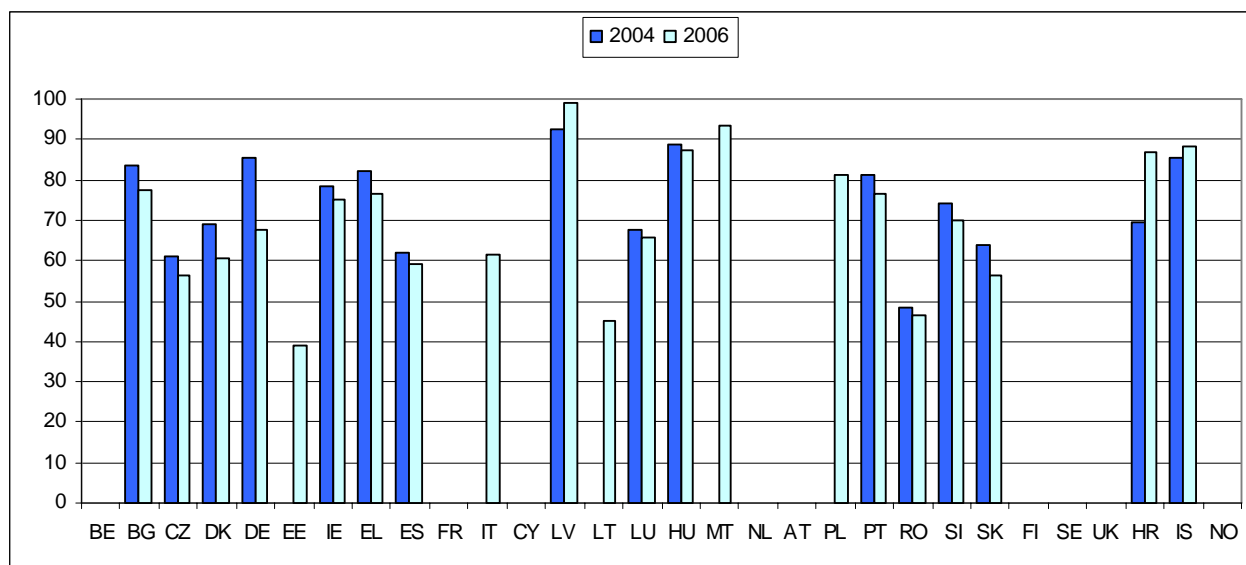
**Figure 6: Ordinary letters and postcards as % of the total letter post services (2004, 2006)**



Source: Eurostat, EU Postal Survey 2007.  
 Notes: Ordinary letters and postcards (LET 409) are shown in relation to the total letter-post services (ITM 402). ITM 402: data for BE, LT (2004), AT, PL (2004) and UK (2006) are not available. Data for FR, MT (2004) and UK (2004) are confidential. LET 409: data for BE, LT (2004), NL (2006), AT, PL (2004), UK (2006), IS and NO (2004) are not available. Data for FR, MT (2004), PT, UK (2006) and NO (2006) are confidential. For more detailed information, see "Methodological notes" at the end of the document.

## Reserved area

**Figure 7: Reserved area as % of the total letter-post services (2004, 2006)**

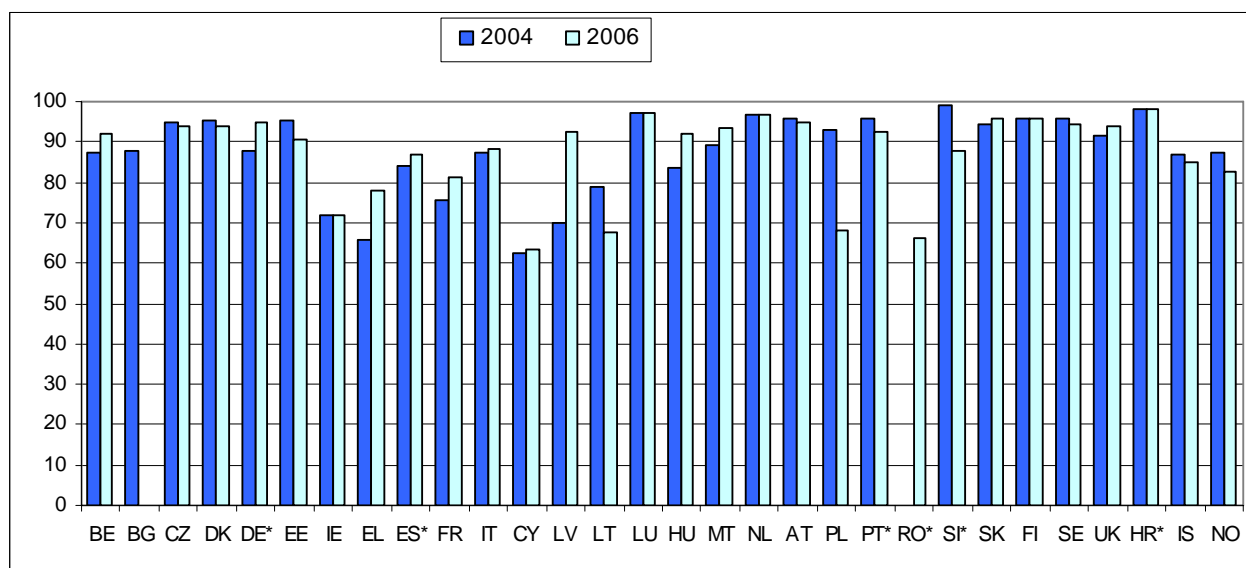


Source: Eurostat, EU Postal Survey 2007.

Notes: The indicator refers to the reserved area (ITM 403) in relation to the total letter-post services (ITM 402).  
 ITM 403: no data available for BE, EE (2004), IT (2004), CY, MT (2004), NL, AT, PL (2004), FI, SE, UK, NO. Some of these countries have no reserved area.  
 ITM 402: data for BE, LT (2004), AT, PL (2004) and UK (2006) and are not available. Data for FR, MT (2004) and UK (2004) are confidential.  
 For more detailed information, see "Methodological notes" at the end of the document.

## Quality standards

**Figure 8: % of priority letters delivered on-time according to national performance indicators (domestic service), (2004, 2006)**

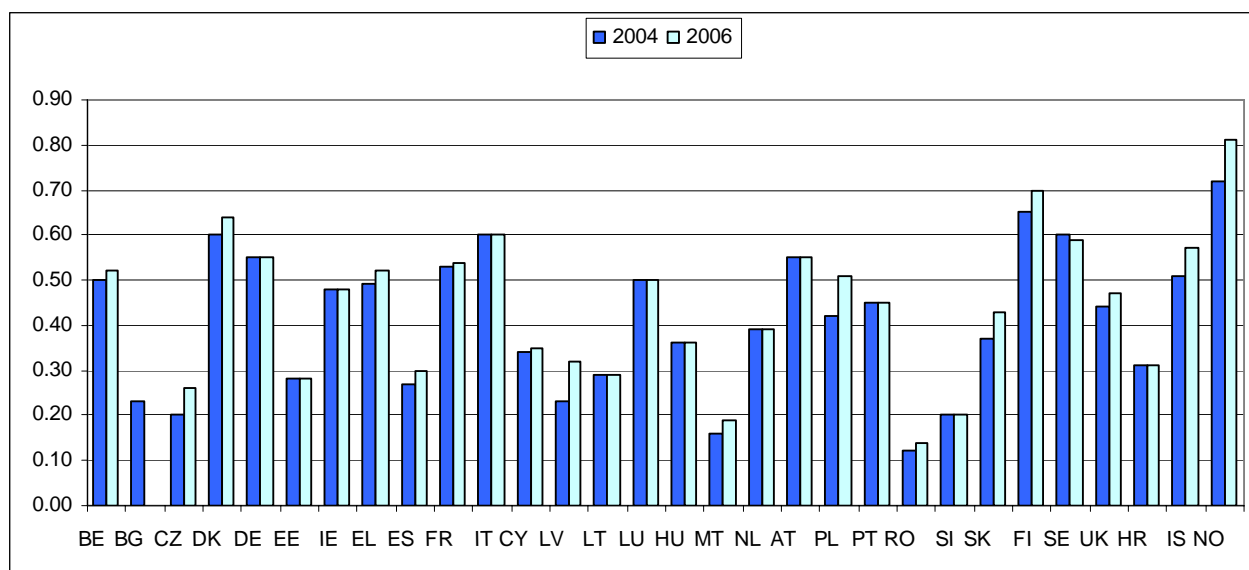


Source: Eurostat, EU Postal Survey 2007.

Notes: The indicator refers to % of priority letters delivered on-time according to national performance indicators (DOM 501). The standard measured is D+1, except for SI (2004), and RO (2006), where it is D+2, for ES and HR, where it is D+3. DE: the figure for 2004 was measured by the German NRA (Bundesnetzagentur), the figure for 2006 was measured by the German Post. PL: all figures show D+1. No data available for BG (2006) and RO (2004). The quality of service data is not directly comparable among Member States due to variations in national operations. For more detailed information, see "Methodological notes" at the end of the document.

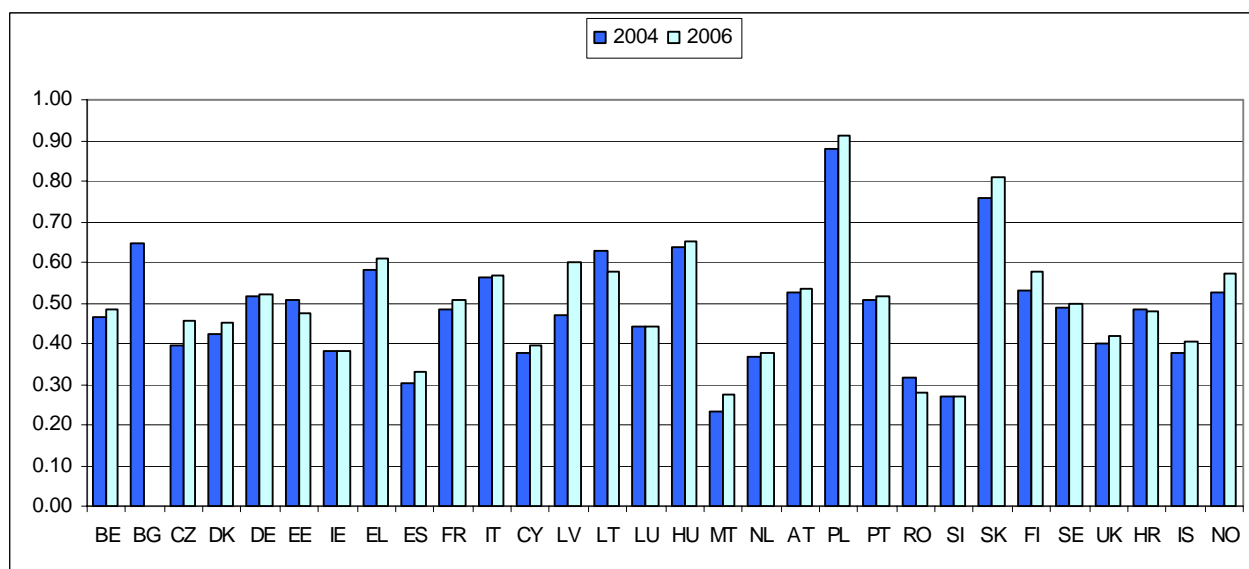
## Price for a standard letter (domestic and Intra-EU services)

**Figure 9: List price (EUR) for a standard (1st class) letter weighing less than 20 g (universal service) for domestic services (2004, 2006)**



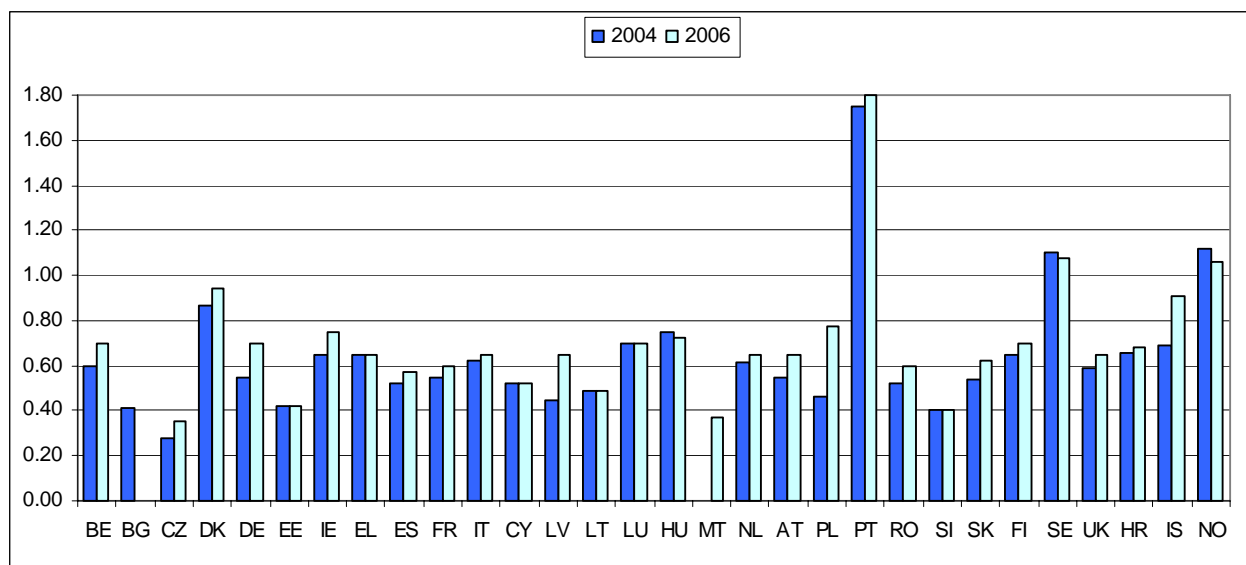
Source: Eurostat, EU Postal Survey 2007 and Eurostat, bilateral exchange rates, annual data.  
 Notes: The indicator refers to the domestic list price payable for the handling of a standard (1<sup>st</sup> class) letter weighing less than 20 g (universal service), (PRI 601). No data available for BG (2006). Exchange rates used for currency conversions of the countries (BG, DK, CZ, EE, CY, LV, LT, U; MT, PL, RO, SI, SK, SE, UK, HR, IS, NO) not using the EURO as national currency, are the annual averages of 2004 and of 2006. Prices in the different countries might not be comparable due to different pricing systems used, either pricing according to weight or pricing according to format. For more detailed information, see "Methodological notes" at the end of the document.

**Figure 10: List Price for a standard (1st class) letter weighing less than 20 g (universal service) for domestic services (2004, 2006) in Purchasing Power Parities (PPP)**



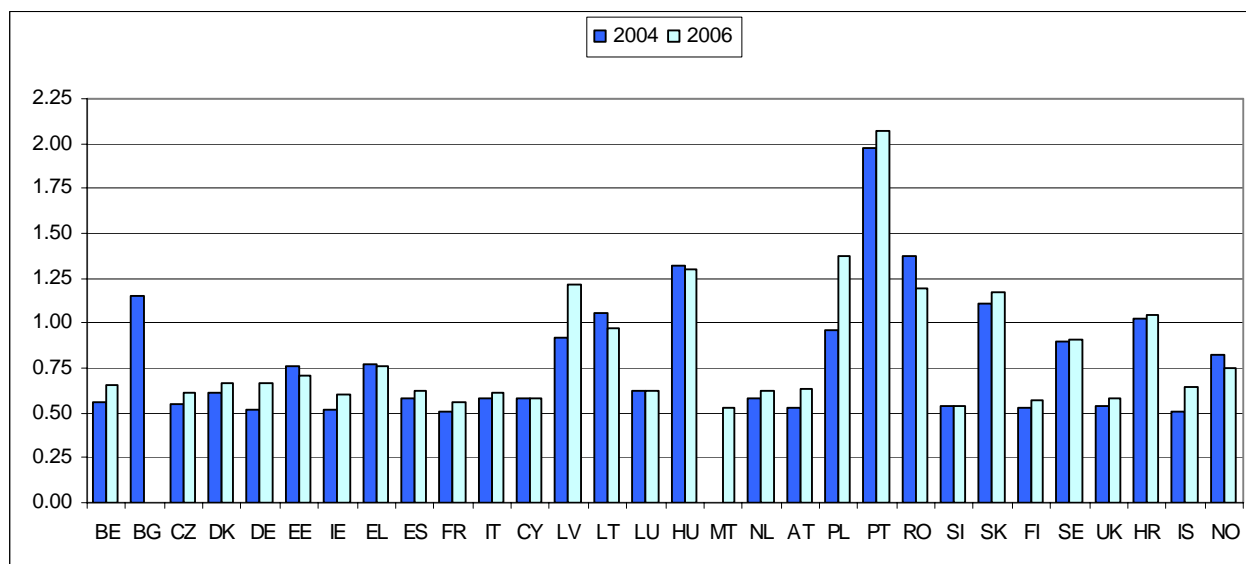
Source: Eurostat, EU Postal Survey 2007 and Eurostat, purchasing power parities and comparative price level indices for ESA95 aggregates. Aggregate used: individual household consumption.(A01).  
 Notes: No data available for BG (2006). For more detailed information, see "Methodological notes" at the end of the document.

**Figure 11: List price (EUR) for a standard (1st class) letter weighing less than 20 g (universal service) for Intra-EU services (2004, 2006)**



Source: Eurostat, EU Postal Survey 2007 and Eurostat, bilateral exchange rates, annual data.  
 Notes: The indicator refers to the Intra-EU list price payable for the handling of a standard (1<sup>st</sup> class) letter weighing less than 20 g (universal service), (PRI 602). No data available for BG (2006) and MT (2004). Exchange rates used for currency conversions of the countries (BG, DK, CZ, EE, CY, LV, LT, U; MT, PL, RO, SI, SK, SE, UK, HR, IS, NO) not using the EURO as national currency, are the annual averages of 2004 and of 2006. Prices in the different countries might not be comparable due to different pricing systems used, either pricing according to weight or pricing according to format. For more detailed information, see "Methodological notes" at the end of the document.

**Figure 12: List Price for a standard (1st class) letter weighing less than 20 g (universal service) for Intra-EU services (2004, 2006) in Purchasing Power Parities (PPPs)**



Source: Eurostat, EU Postal Survey 2007 and Eurostat, purchasing power parities and comparative price level indices for ESA95 aggregates. Aggregate used: individual household consumption (A01).  
 Notes: No data available for BG (2006) and MT (2004). For more detailed information, see "Methodological notes" at the end of the document.



	Table 2: Selected indicators of the European Postal market in 2006														
	Domestic Turnover (Mio. EUR)			Domestic Employment (total number)			Post Offices (incl. full service offices, agencies/outlets and mobile offices)			Letter-post services (1000)			Ordinary letters and postcards (1000)		
	2004	2005	2006	2004	2005	2006	2004	2005	2006	2004	2005	2006	2004	2005	2006
<b>EU-27</b>	58 413.0	58 924.0	57 390.7	1 218 726	1 164 548	1 141 942	143 327	142 319	143 649	:	:	:	:	:	:
<b>BE</b>	2 000.5	1 973.3	2 091.9	32 311	34 360	33 748	1 308	1 302	1 348	:	:	:	:	:	:
<b>BG</b>	28.9	:	25.2	9 134	:	10 501	3 134	:	3 130	:	:	:	80 798	:	:
<b>CZ</b>	396.4	468.1	c	31 681	30 451	30 175	13 789	13 767	13 871	:	:	:	952 990	887 363	930 396
<b>DK</b>	1 482.0	1 353.4	1 571.0	28 349	27 361	26 686	996	945	913	:	:	:	1 454 053	1 412 070	1 367 236
<b>DE</b>	14 076.0	13 786.0	13 300.0	201 541	170 000	170 000	34 019	33 000	33 600	:	:	:	16 038 000	15 760 000	17 000 000
<b>EE</b>	41.6	35.9	36.7	4 222	4 222	4 368	545	544	545	:	:	:	74 338	76 004	117 439
<b>IE</b>	515.0	544.0	594.3	7 502	7 800	:	1 614	1 570	1 532	:	:	:	757 000	655 000	709 500
<b>EL</b>	401.8	403.3	416.2	10 412	11 617	11 607	1 565	1 573	1 578	:	:	:	600 988	633 793	652 413
<b>ES</b>	1 854.7	1 920.8	1 770.6	63 779	64 905	65 515	3 255	3 993	3 254	:	:	:	4 964 692	5 150 875	5 078 353
<b>FR</b>	11 998.0	12 429.0	12 585.0	283 945	281 540	269 458	16 947	17 008	16 883	c	c	c	c	c	c
<b>IT</b>	3 973.0	4 047.0	4 849.0	:	:	:	13 855	13 881	13 893	:	:	:	6 213 124	6 080 648	5 474 137
<b>CY</b>	29.7	30.9	32.2	942	944	950	1 011	1 143	1 144	:	:	:	55 462	52 805	54 406
<b>LV</b>	19.5	20.8	31.2	7 080	7 159	7 590	967	979	954	:	:	:	64 006	74 285	69 768
<b>LT</b>	19.4	22.5	37.9	8 164	8 260	8 168	951	956	940	:	:	:	:	:	120 015
<b>LU</b>	146.0	149.0	146.0	1 485	1 475	1 618	543	481	465	:	:	:	172 900	177 400	180 800
<b>HU</b>	268.6	302.6	c	27 713	27 377	27 129	2 820	2 840	3 197	:	:	:	918 303	789 611	839 767
<b>MT</b>	c	c	17.2	625	635	602	53	52	53	c	c	c	c	c	53 617
<b>NL</b>	2 660.0	2 647.0	2 596.0	58 000	56 000	56 997	2 112	2 120	2 110	:	:	:	5 300 000	5 300 000	4 918 000
<b>AT</b>	1 668.0	1 702.0	1 736.0	26 058	25 192	23 509	1 947	1 947	1 944	:	:	:	:	:	:
<b>PL</b>	1 161.0	1 105.3	1 207.4	73 784	74 036	74 791	8 350	8 350	8 553	:	:	:	:	:	:
<b>PT</b>	607.5	619.7	621.6	14 378	14 012	13 670	3 037	2 898	2 863	:	:	:	1 300 654	1 301 058	1 239 000
<b>RO</b>	:	100.1	113.3	36 073	36 281	34 935	6 955	6 901	6 903	:	:	:	324 741	282 391	329 695
<b>SI</b>	128.0	143.3	151.8	5 645	5 887	6 057	557	558	558	:	:	:	398 129	392 800	398 008
<b>SK</b>	c	c	117.7	13 990	13 991	13 600	1 603	1 593	1 595	:	:	:	407 028	374 433	360 611
<b>FI</b>	1 035.0	1 123.0	1 157.0	22 570	23 252	23 744	1 311	1 276	1 232	:	:	:	2 150 400	2 166 000	2 150 100
<b>SE</b>	2 753.0	2 723.2	2 670.3	34 299	32 684	25 316	5 474	5 136	6 375	:	:	:	2 803 311	2 754 287	2 664 257
<b>UK</b>	9 837.0	9 899.0	9 957.0	184 299	174 202	167 640	14 609	14 376	14 219	c	c	c	c	c	c
<b>HR</b>	114.8	124.0	129.5	9 838	8 671	8 955	1 158	1 159	1 161	:	:	:	254 959	278 414	298 891
<b>IS</b>	52.7	63.6	64.4	1 257	1 329	1 323	174	188	174	:	:	:	62 514	62 462	57 614
<b>NO</b>	1 103.6	1 151.4	1 164.4	19 650	18 905	18 300	3 367	3 340	3 249	:	:	:	1 427 000	1 510 774	1 247 409

Source: EU Postal Survey, 2007

Notes: Figures in *italic* are estimated. For more detailed information on the indicators, see "Methodological notes" at the end of the document.

Table 3: Selected indicators in the European Postal market in 2006												
	Reserved area (1000)			On-time delivery (D+1)* (%)			List Price standard letter (Domestic service) (EUR)			List Price standard letter (Intra-EU service) (EUR)		
	2004	2005	2006	2004	2005	2006	2004	2005	2006	2004	2005	2006
<b>EU-27</b>												
BE	67 552	:	:	87.3	91.4	92.0	0.50	0.50	0.52	0.60	0.70	0.70
BG	580 939	55 682	:	88.0	:	:	0.23	:	:	0.41	:	:
CZ	1 001 600	535 136	525 924	95.0	96.0	94.0	0.20	0.25	0.26	0.28	0.30	0.35
DK	13 705 000	887 200	829 100	95.2	93.9	94.1	0.60	0.60	0.64	0.87	0.87	0.94
DE	594 000	12 680 000	11 500 000	87.9	>80.0*	95.9*	0.55	0.55	0.55	0.55	0.70	0.70
EE	494 556	0	45 721	95.3	95.3	90.5	0.28	0.28	0.28	0.42	0.42	0.42
IE	3 082 447	576 000	532 000	72.0	73.0	72.0	0.48	0.48	0.48	0.65	0.75	0.75
EL	15 007 000	3 053 779	498 003	65.8	70.8	77.7	0.49	0.50	0.52	0.65	0.65	0.65
ES	59 195	3 011 302	3 011 302	84.3*	88.4*	87.03*	0.27	0.30	0.30	0.52	0.50	0.57
FR	116 500	13 804 000	13 804 000	75.7	79.1	81.2	0.53	0.53	0.54	0.55	0.55	0.60
IT	814 695	:	3 359 124	87.2	88.3	88.1	0.60	0.60	0.60	0.62	0.62	0.65
CY	116 500	:	:	62.5	64.0	63.6	0.34	0.34	0.35	0.52	0.52	0.52
LV	59 195	67 627	62 062	70.0	62.0	92.5	0.23	0.23	0.32	0.45	0.43	0.65
LT	116 500	:	54 279	78.6	72.8	67.8	0.29	0.29	0.29	0.49	0.49	0.49
LU	814 695	120 900	118 600	97.4	97.8	97.3	0.50	0.50	0.50	0.70	0.70	0.70
HU	1 055 694	686 103	731 419	83.5	89.7	91.8	0.36	0.36	0.34	0.75	0.77	0.72
MT	156 321	c	50 153	89.0	92.0	93.4	0.16	0.16	0.19	:	0.37	0.37
NL	295 063	:	:	96.5	96.6	96.6	0.39	0.39	0.39	0.61	0.65	0.65
AT	258 982	:	:	95.9	95.9	95.0	0.55	0.55	0.55	0.55	0.55	0.65
PL	1 055 694	:	1 328 741	93.0	93.3	68.2	0.42	0.42	0.51	0.46	0.70	0.77
PT	156 321	1 073 363	950 007	95.6	95.6	92.6	0.45	0.45	0.45	1.75	1.75	1.80
RO	295 063	142 771	153 897	:	:	66.2*	0.12	0.14	0.14	0.52	0.58	0.60
SI	258 982	283 890	278 573	99.0*	88.1	88.0	0.20	0.20	0.20	0.40	0.40	0.40
SK	176 707	207 268	202 802	94.6	94.3	96.5	0.37	0.39	0.43	0.54	0.87	0.62
FI	53 440	0	0	95.7	94.8	96.0	0.65	0.65	0.70	0.65	0.70	0.70
SE	53 440	0	0	95.6	95.2	94.2	0.60	0.60	0.59	1.10	1.07	1.08
UK	176 707	0	0	91.4	94.1	94.0	0.44	0.44	0.47	0.59	0.58	0.65
HR	53 440	186 872	260 239	98.1*	98.0*	98.0*	0.31	0.31	0.31	0.66	0.68	0.68
IS	53 440	53 497	50 936	87.0	87.5	89.0	0.51	0.51	0.57	0.69	0.89	0.91
NO	:	:	:	87.5	86.5	82.4	0.72	0.75	0.81	1.12	1.19	1.06

Source: Eurostat, EU Postal Survey 2007

Notes: \* On-time delivery. The indicators refers to % of priority letters delivered on-time according to :tio:l performance indicators (DOM 501). The standard measured is D+1, except for SI (2004) and RO (2006), where it is D+2 and for ES and HR, where it is D+3. PL: all percentages shown refer to D+1. For more detailed information, see "Methodological notes" at the end of the document.

## Postal Substitution – Community Survey on ICT usage in households and by individuals

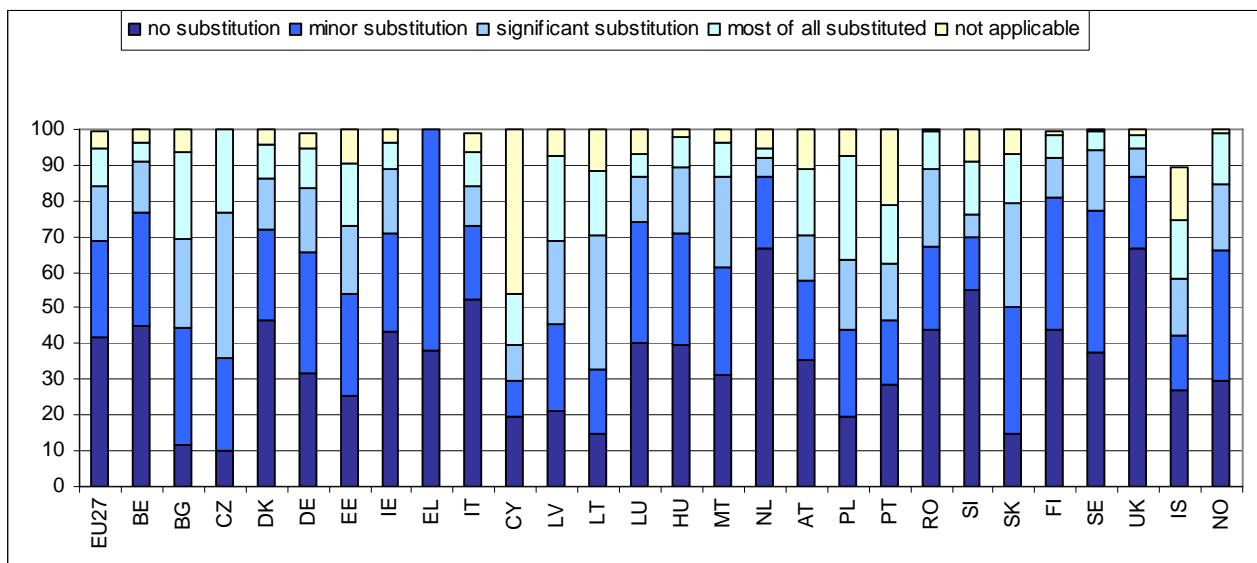
**Table 4: Extent to which mobile phone users have substituted private traditional postal mail by mobile messages, 2006**

	no substitution	minor substitution	significant substitution	most of all substituted	not applicable
EU27	41.9	26.9	15.1	11.1	4.6
BE	45.1	31.9	13.9	5.2	3.9
BG	11.9	32.8	24.8	24.0	6.5
CZ	9.8	26.0	41.1	22.9	0.2
DK	46.7	25.4	14.0	9.8	3.9
DE	31.9	33.6	18.0	11.2	4.2
EE	25.2	29.1	18.8	17.6	9.5
IE	43.5	27.1	18.2	7.5	3.7
EL	38.3	61.7	0.0	0.0	0.0
IT	52.6	20.4	10.9	9.8	5.1
CY	19.3	10.3	10.0	14.3	46.1
LV	21.1	24.6	23.3	23.7	7.3
LT	15.0	17.9	37.4	18.3	11.5
LU	40.3	33.9	12.3	6.7	6.8
HU	39.7	31.4	18.6	8.4	2.0
MT	31.1	30.3	25.5	9.4	3.7
NL	66.4	20.2	5.6	2.2	5.3
AT	35.4	22.0	13.1	18.2	11.2
PL	19.7	24.1	19.8	28.9	7.5
PT	28.7	18.1	15.7	16.4	21.2
RO	43.7	23.5	21.8	10.2	0.8
SI	55.1	14.6	6.8	14.7	8.8
SK	14.7	35.3	29.3	13.7	7.0
FI	43.9	36.9	11.0	6.3	1.4
SE	37.5	39.6	17.3	5.0	0.5
UK	66.8	20.0	7.7	3.9	1.6
IS	26.9	15.3	16.0	16.7	14.5
NO	29.5	36.4	18.6	14.2	1.2

Source: Eurostat: Community Survey on ICT usage in households and by individuals, 2006 (question B5)

Notes: For more detailed information, see "Methodological notes" at the end of the document.

**Figure 13: Extent to which mobile phone users have substituted private traditional postal mail by mobile messages, 2006**



Source: Eurostat: Community Survey on ICT usage in households and by individuals, 2006 (question B5)

Notes: For more detailed information, see "Methodological notes" at the end of the document.

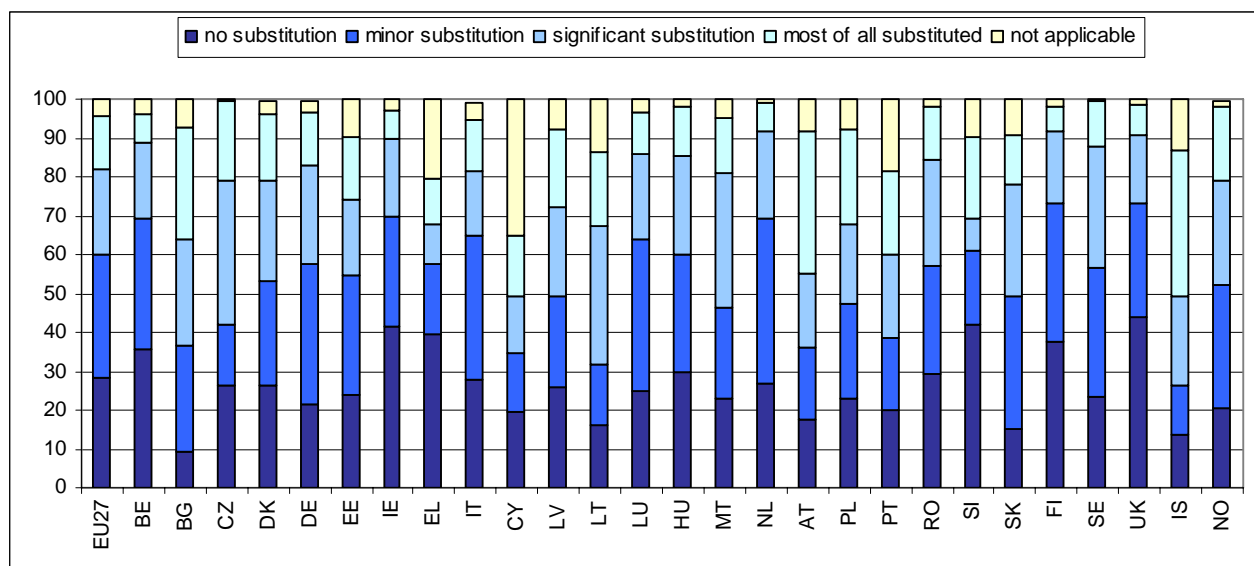
**Table 5: Extent to which internet users have substituted private traditional postal mail by Internet or e-mail messages, 2006**

	no substitution	minor substitution	significant substitution	most of all substituted	not applicable
EU27	28.3	31.6	22.1	13.7	4.0
BE	35.8	33.6	19.3	7.6	3.7
BG	9.1	27.6	27.3	28.5	7.4
CZ	26.2	16.0	36.7	20.7	0.5
DK	26.1	27.2	25.7	17.2	3.4
DE	21.7	35.7	25.3	13.7	3.4
EE	23.9	30.8	19.6	16.1	9.6
IE	41.6	28.3	19.6	7.4	3.1
EL	39.4	18.4	10.0	11.6	20.6
IT	27.7	37.2	16.4	13.4	4.1
CY	19.5	15.2	14.5	15.6	35.2
LV	25.6	23.6	22.9	20.0	7.9
LT	16.2	15.3	36.1	19.0	13.5
LU	24.9	38.8	22.1	10.5	3.6
HU	29.8	30.3	25.0	12.9	1.9
MT	23.0	23.5	34.4	14.5	4.7
NL	26.8	42.7	22.3	7.1	1.0
AT	17.4	18.7	18.8	37.0	8.1
PL	23.1	24.2	20.3	24.4	7.9
PT	20.2	18.3	21.4	21.7	18.3
RO	29.4	27.5	27.7	13.5	1.8
SI	41.9	19.0	8.1	21.2	9.8
SK	14.9	34.1	28.8	12.9	9.2
FI	37.6	35.4	18.7	6.4	1.8
SE	23.4	33.0	31.3	11.8	0.5
UK	44.0	29.1	17.6	7.9	1.5
IS	13.7	12.8	22.9	37.4	13.2
NO	20.3	32.1	26.7	19.0	1.3

Source: Eurostat: Community Survey on ICT usage in households and by individuals, 2006 (question C5)

Notes: Internet users: Individuals who have used the internet within the last 3 months.  
For more detailed information, see "Methodological notes" at the end of the document.

**Figure 14: Extent to which internet users have substituted private traditional postal mail by Internet or e-mail messages, 2006**



Source: Eurostat: Community Survey on ICT usage in households and by individuals, 2006 (question C5)

Notes: Internet users: Individuals who have used the internet within the last 3 months.  
For more detailed information, see "Methodological notes" at the end of the document.

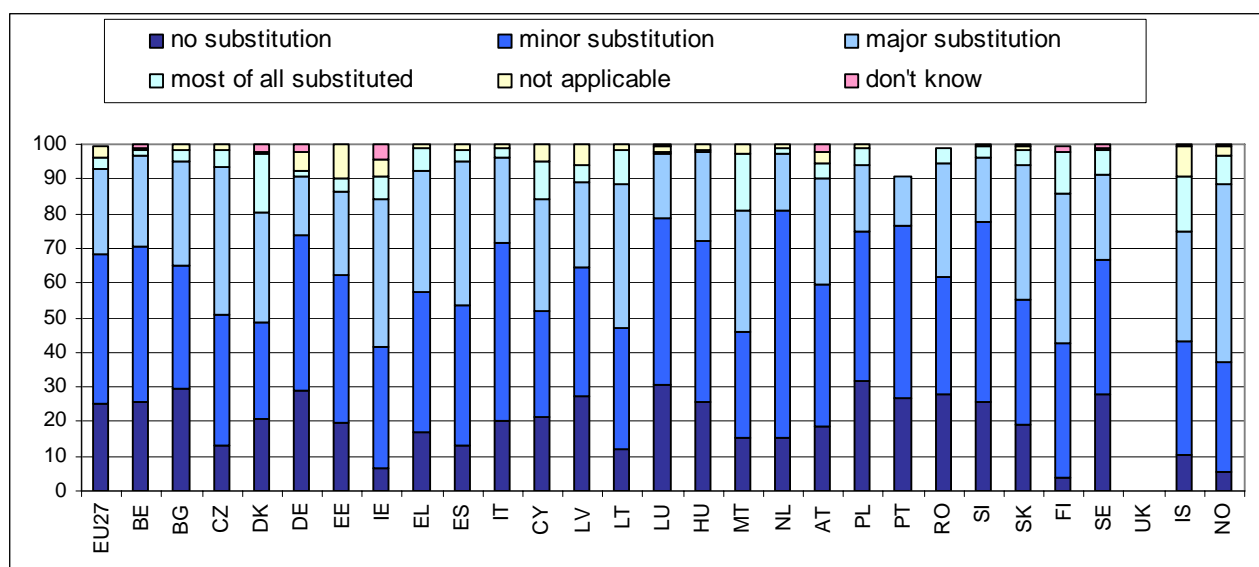
## Postal substitution - Community Survey on ICT usage and e-Commerce in enterprises

**Table 6: Extent to which enterprises with computers have substituted traditional postal mail in their communication with customers and other enterprises by electronic means of communication, (2001-2005)**

	no substitution	minor substitution	major substitution	most of all substituted	not applicable	don't know
EU27	25.2	43.1	24.4	3.8	2.9	0.0
BE	25.7	44.6	26.5	1.6	0.7	0.9
BG	29.3	35.9	29.6	3.5	1.6	0.0
CZ	13.2	37.6	42.4	5.1	1.6	0.0
DK	20.9	27.6	32.1	16.8	0.6	2.0
DE	29.2	44.7	16.8	1.8	5.3	2.1
EE	19.8	42.6	24.0	3.6	10.0	0.0
IE	6.8	34.5	42.6	6.6	5.1	4.4
EL	17.1	40.2	35.2	6.2	1.4	0.0
ES	13.0	40.7	41.2	3.5	1.7	0.0
IT	20.4	51.4	24.6	2.3	1.3	0.0
CY	21.5	30.4	32.2	10.8	5.0	0.0
LV	27.1	37.2	24.8	4.8	6.1	0.0
LT	11.8	34.9	42.0	9.7	1.6	0.0
LU	30.3	48.3	18.6	0.5	1.6	0.7
HU	25.4	46.6	25.6	0.9	1.5	0.0
MT	15.1	31.0	34.6	16.7	2.7	0.0
NL	15.2	65.5	16.5	1.9	0.8	0.0
AT	18.5	41.0	30.8	4.4	3.2	2.1
PL	31.9	42.8	19.3	4.8	1.2	0.0
PT	26.8	49.7	14.3	0.0	0.0	0.0
RO	28.0	34.0	32.5	4.4	0.0	0.0
SI	25.9	51.8	18.7	3.2	0.5	0.0
SK	19.3	36.0	38.9	4.5	0.9	0.5
FI	3.7	39.1	42.7	12.1	0.0	1.8
SE	27.9	38.9	24.6	7.1	0.6	0.9
UK	0.0	0.0	0.0	0.0	0.0	0.0
IS	10.1	33.0	31.8	15.8	8.9	0.4
NO	5.5	31.6	51.5	8.4	2.3	0.8

Source: Eurostat, Community Survey on ICT usage and E-Commerce in enterprises, 2006  
 Notes: For more detailed information, see "Methodological notes" at the end of the document.

**Figure 15: Extent to which enterprises with computers have substituted traditional postal mail in their communication with customers and other enterprises by electronic means of communication, (2001-2005)**



Source: Eurostat, Community Survey on ICT usage and E-Commerce in enterprises, 2006  
 Notes: For more detailed information, see "Methodological notes" at the end of the document.

## Comments

---

After a break of three years, Eurostat has started again collecting data on postal services in 2005. The National Regulatory Authorities (NRAs) are Eurostat's partners in the data collection and the reference years are 2004 and 2006. This *Data in Focus* (DIF) is the third publication based on some selected variables of the most recent data set (EU Postal Survey 2007 of Eurostat), collected in autumn 2007.

The data collection covered the companies operating under the Universal Service obligation (Universal Service Providers, USP) as well as other service providers. "Universal service" refers here to the set of general interest demands to which services such as the mail should be subject throughout the Community. The aim is to ensure that all users have access to quality services at an affordable price.

For the current publication, only data on the USP have been used. Activities other than postal services (for instance financial services) of the USP are excluded. The USPs are here defined as public or private entities providing a universal service or parts thereof within a Member State whether required by license, authorisations or other legal instruments.

The postal services are undergoing a market liberalisation, which is progressing at different phases in different Member States. This should be taken into consideration while making comparisons between countries, as in the process some of the services are privatised in some of the countries and not in others.

## Methodology

---

### **Country codes:**

BE: Belgium	IE: Eire/Ireland	LV: Latvia	AT: Austria	FI: Finland
BG: Bulgaria	EL: Greece	LT: Lithuania	PL: Poland	SE: Sweden
CZ: Czech Republic	ES: Spain	LU: Luxembourg	PT: Portugal	UK: United Kingdom
DK: Denmark	FR: France	HU: Hungary	RO: Romania	HR: Croatia
DE: Germany	IT: Italy	MT: Malta	SI: Slovenia	IS: Island
EE: Estonia	CY: Cyprus	NL: Netherlands	SK: Slovakia	NO: Norway

### **Data source:**

All variables used were collected in the context of the "EU Postal Survey" of Eurostat, on the basis of an annual questionnaires sent to the National Regulatory Authorities in the participating countries.

### **Symbols used:**

":": unreliable or not available  
C: confidential

### **Definitions of the variables used:**

#### **Turnover - Total turnover from the provision of postal and related services domestically (FIN 303):**

Domestic turnover refers to turnover from postal activities within the economic territory of the country of reference. Receipts from foreign operators for services within the reference country should be included. Turnover is defined here as comprising the totals invoiced by the observation unit during the reference period, and this corresponds to market sales of services supplied to third parties.

Turnover includes all duties and taxes on the services invoiced by the unit with the exception of the VAT invoiced by the unit vis-à-vis its customer and other similar deductible taxes directly linked to turnover. It also includes 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 are deducted.

Income classified as other operating income, financial income and extra-ordinary income in company accounts is excluded from turnover. Operating subsidies received from public authorities or the institutions of the European Union are also excluded.

### **Employment – Total number of persons employed for the provision of postal and related services domestically (EMPL 106)**

Domestic employment refers to persons employed in postal services within the economic territory of the country of reference. It also includes part-time workers, who are regarded as such under the laws of the country concerned and who are on the pay-roll, as well as seasonal workers, apprentices and home workers on the pay-roll. It is measured as an average over the reference year. Presenting the number of persons employed as a share of total employment of the National Accounts is not ideal, as the latter is in Full-Time Equivalents, but is nevertheless presented as an acceptable proxy.

### **Access points (ACC 202, 203, 204, 205)**

**ACC 202: Offices open to the public and Postal agencies.** Offices open to the public and postal agencies refer to offices, where customers may apply for all postal services. They include full-service post offices/agencies/outlets (ACC 2021), other post offices/agencies/outlets (ACC 2022) and mobile post offices (ACC 2023).

**ACC 2021:** These are full-service post offices/agencies/outlets, which are "permanent" offices, to which in principle, customers may go for all postal services, including sections of exchange offices or sorting offices offering similar services.

**ACC 2022:** These are offices/agencies/outlets, which have generally reduced services and/or limited opening times for the public, including exchange offices or sorting offices offering similar services.

**ACC 2023:** Mobile offices are set up in a train, a road transport vehicle or a boat, which serve regions without permanent post offices. This category also included rural delivery personal providing services similar to the counter services of a post office (not just delivery). Users can also deposit parcels, letters or express items with them or make payments to them.

**ACC 203: Letter-boxes.** Letter boxes include letter-boxes provided for the public either on the public highways or at the premises of the universal service provider, where postal items may be deposited with the public postal network by customers.

The count of letter boxes should refer to the number of geographical points, where letter-boxes are located, i.e. where several letter-boxes are set together at the same place they should be accounted for one (e.g. existence at the same place of two letter-boxes, one aiming at collecting cross-border mail and the other for domestic mail).

**ACC 204: Post office box.** A post office box (P.O box) is a facility available to users who ask for such a services where the mail is delivered instead to their actual postal address. It is regarded as a temporary access for mail.

**ACC 205: Places at which only stamps can be bought.** Depending on the local practice this could include automatic vending machines at shopping centres or attached to letter boxes, or supermarkets, newsagents, tobacconists, and other retail outlet where stamps and/or stamps stationary are sold on commission or any other contractual basis on behalf of the postal operator.

### **Letter post services (ITM 402)**

Letter-post services consist of items of correspondence (ordinary letters and postcards, direct mail, registered mail, insured mail) and other letter-post items (books, catalogues, newspapers and periodicals). These items are to be conveyed and delivered at the address indicated by the sender on the item itself or on its wrapping.

### **Reserved area (ITM 403)**

Reserved area refers to the standard letter-post service, where USPs enjoy exclusive rights to provide services. The reserved area is delineated at country level within weight/price limits given by the EC postal directives (97/67/EC and 2002/39/EC). Country definitions for the reserved area vary, so direct comparisons between countries should be made with prudence. In this publication it is expressed in terms of numbers of letters and in percentage of the total letter post services.

### **On-time delivery of priority letters according to national performance indicators (DOM 501)**

"Quality standards" for national mail in each Member State have been established by Member States in relation to the time limit for routing measured from end to end for postal items of the fastest standard category according to the formula  $D + n$ , where  $D$  represents the date of deposit and  $n$  the number of working days, which elapse between the date and that of delivery to the addressee.

The traditional indicator of the quality of postal service is the percentage of letters delivered on time according to the national performance standards, stipulated by the NRAs. The basic quality indicator adopted here is  $D+1$  (delivery of letter 1 working day after posting it).

### **Prices – List price (EUR) payable for the handling of a standard (first class) letter weighting less than 20 g (universal service) for domestic service (PRI 601) and for Intra-EU service (PRI 602)**

Prices of letters vary significantly between EU Member States according to various criteria. For reasons of comparability, the price of a 1<sup>st</sup> class letter weighing 20 g is being requested for domestic service. Prices should be indicated for 1 July of the reference year (2004 and 2006). Idem for Intra-EU service (PRI 602).

The prices are compared in two ways, in direct Euro terms and taking into account the purchasing power of each country. The Purchasing Power Parities of consumption have been used to adjust the direct prices to the purchasing power in the country. The adjustment changes the price comparison significantly. The aggregate used for comparison is the most common possible: A01: actual individual consumption.

**Postal substitution: Community Survey on ICT usage in households and by individuals, 2006**

Eurostat collects this data via an annual survey conducted via the National Statistical Institutes.

Survey type: household survey. Data shown in the publication refer to the following periods: Survey period: second quarter 2006, reference period: first quarter 2006. Total sample size for all EU-27 Member States and IS and NO: 149374 households and 236187 individuals. Individuals between 16 and 74 years are included in the survey.

Data shown in table 4 and figure 13 refer to the % of mobile phone user in the countries. Data in table 5 and figure 14 refer to the % of internet users in the countries.

The breakdown "not applicable" in these tables and graphs refers to mobile phone users respectively internet users who have not used traditional postal mail before having started using a mobile phone or the internet.

**Postal substitution: Community Survey on ICT usage and e-Commerce in enterprises, 2006**

Eurostat collects this data via an annual survey conducted by the National Statistical Institutes.

Survey type: enterprise survey. Data shown in the publication refer to the following periods: Survey period: first and/or second quarter of 2006, reference period: 2001-2005. Total sample size for all EU-27 Member States and IS and NO: 135121 enterprises. Economic activity: enterprises classified in the following categories of NACE, Rev. 1: section D, F, G, groups 55.1 and 55.2, section I, K, groups 92.1 and 92.2, division 93. Enterprise size: Enterprises with 10 or more persons employed. Geographic scope: enterprises located in any part of the territory of the country.

Data shown in table 6 and figure 15 refer to % of enterprises with computers in the countries.

The breakdown "not applicable" refers to enterprises which have not used traditional postal mail before using the computer. The abbreviation of the breakdown "don't know" refers to the answer format "don't know if the enterprise has substituted most or all of his postal mail by electronic means".

## Further information

---

### European Statistical Data Support:

Contact details for this support network can be found on our Internet site:

<http://ec.europa.eu/eurostat/>

---

Manuscript completed on: 18.06.2008

Data extracted on: 21.05.2008

ISSN 1977-0340

Catalogue number: KS-QA-08-025-EN-N

© European Communities, 2008