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## **ComReg publishes its working definition for the Universal Postal Service**

The Commission for Communications Regulation (ComReg) today issued its response to consultation ComReg 05/85 - The Universal Postal Service - Formulating a Working Definition.

ComReg's working definition clarifies for all stakeholders the list of 'minimum facilities' that must form part of the universal service (as outlined in the European Communities (Postal Services) Regulations 2002). In formulating the working definition ComReg has taken into account customer demand for a service and how this demand is being met by the market. An Post, as the designated universal service provider, is obliged to provide the universal service.

In addition to the standard letter service, the key elements in the working definition include:

- bulk mail services offering 'delivery only', 'deferred delivery' and a combination of both options
- international bulk mail services
- an upper limit of €4,600 in compensation payable for items (letter services and parcels) lost or delayed in the insured service
- a single standard parcel offering to all destinations with target delivery times, prices that comply with the tariff principles, as well as a registered and insured parcel service
- a number of ancillary and other services including Redirection, Mailminder and Business Reply / Freepost

Commenting on the consultation, Commissioner Mike Byrne said: "Having considered the views of our respondents, ComReg's working definition of the universal service clearly outlines the basic package of postal services which must remain available to everyone in Ireland at affordable prices. As Ireland moves towards a fully liberalised postal market it becomes increasingly important to be able to identify the essential services which need to be guaranteed. ComReg believes that the best way of safeguarding the universal service is for customers to know exactly what they have a right to expect."

The full document ComReg 05/85 – 'The Universal Postal Service - A working definition' is available in the Publications Section of the ComReg website.

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**Editors Note**

**Redirection**

A service that ensures your mail is sent on to you after you move address (private or business).

**Mailminder**

A service that allows your mail to be held while you are away from your usual address.

**Business Reply / Freepost**

A service which enables businesses pay other postal customers return postage.