**Questionnaire on the provision of the universal postal service by member countries**

The member countries of the Universal Postal Union are invited to complete the following questionnaire regarding the provision of the universal postal service pursuant to Congress resolution C 21/2016.

This questionnaire should be returned **no later than 7 October 2022** by e-mail to the following contact person at the International Bureau:

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|  |
| --- |
| Member country |
| Full name (responsible contact person) | [ ]  Mr [ ]  Ms |
| Position/title |
| Tel. |
| E-mail |
| Place/date | Signature |

**Questionnaire to obtain information from member countries about the provision of the universal postal service (2022)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **Definition** |  | Yes | No |
|  |  |  |  |  |
| 1.1 | Do you have a definition of the universal postal service? |  | [ ]  | [ ]  |
|  |  |  |  |  |
| 1.2 | Do you formally define the universal postal service in a document? |  | [ ]  | [ ]  |
|  | If so, please indicate the appropriate type and provide an electronic version of your latest postal law or legal documents containing the universal postal service and/or a link to the document(s): |  |  |  |
|  | a | legislation |  | [ ]  |  |
|  | b | concession |  | [ ]  |  |
|  | c | licence |  | [ ]  |  |
|  | d | manual |  | [ ]  |  |
|  | e | other (please specify): |  | [ ]  |  |
|  |  | Click or tap here to enter text. |  | [ ]  |  |
|  |  |  |  |  |
| 1.3 | If you do not formally define the universal postal service, do you have plans to do so in the future? |  | [ ]  | [ ]  |
|  | If so, please specify the time frame: |  |  |  |
|  | a | within six months |  | [ ]  |  |
|  | b | within one year |  | [ ]  |  |
|  | c | within two years |  | [ ]  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **2** | **Scope** |  | Included | Not included |
|  |  |  |  |  |
|  | If you have a definition of the universal postal service, please indicate which of the following elements fall within the scope of the universal postal service: |  |  |  |
|  |  |  |  |  |
| 2.1 | Letter post: |  |  |  |
|  |  |  |  |  |
| 2.1.1 | Priority/non-priority items (not including books, newspapers and periodicals) |  | [ ]  | [ ]  |
|  | If there is a weight limit, please indicate it: |  |  |  |
|  | [ ]  up to 500 g | [ ]  up to 1 kg | [ ]  up to 2 kg | [ ]  more than 2 kg |  |  |  |
|  |  |  |  |  |
| 2.1.2 | Books, newspapers and periodicals |  | [ ]  | [ ]  |
|  | If there is a weight limit, please indicate it: |  |  |  |
|  | [ ]  up to 500 g | [ ]  up to 1 kg | [ ]  up to 2 kg | [ ]  more than 2 kg |  |  |  |
|  |  |  |  |  |
| 2.1.3 | Items for the blind |  | [ ]  | [ ]  |
|  | If there is a weight limit, please indicate it: |  |  |  |
|  | [ ]  up to 500 g | [ ]  up to 1 kg | [ ]  up to 2 kg | [ ]  more than 2 kg |  |  |  |
|  |  |  |  |  |
|  |  |  | Included | Not included |
|  |  |  |  |  |
| 2.1.4 | Small packets |  | [ ]  | [ ]  |
|  | If there is a weight limit, please indicate it: |  |  |  |
|  | [ ]  up to 500 g | [ ]  up to 1 kg | [ ]  up to 2 kg | [ ]  more than 2 kg |  |  |  |
|  |  |  |  |  |
| 2.1.5 | Supplementary services: |  |  |  |
|  | a | registered |  | [ ]  | [ ]  |
|  | b | insured |  | [ ]  | [ ]  |
|  | c | recorded delivery |  | [ ]  | [ ]  |
|  | d | express |  | [ ]  | [ ]  |
|  |  |  |  |  |
| 2.2 | Parcels: |  | [ ]  | [ ]  |
|  | Please indicate the weight limit: |  |  |  |
|  | [ ]  up to 10 kg | [ ]  up to 20 kg | [ ]  more than 20 kg |  |  |  |
|  |  |  |  |  |
| 2.3 | Other services: |  |  |  |
|  |  |  |  |  |
| 2.3.1 | Financial services: |  |  |  |
|  | a | postal transfers |  | [ ]  | [ ]  |
|  | b | cash postal money orders |  | [ ]  | [ ]  |
|  | c | outpayment money orders |  | [ ]  | [ ]  |
|  | d | inpayment money orders |  | [ ]  | [ ]  |
|  | e | opening of a giro account or savings account |  | [ ]  | [ ]  |
|  | f | any other services (please specify): |  | [ ]  | [ ]  |
|  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 2.3.2 | Non-financial services: |  |  |  |
|  | a | telegrams |  | [ ]  | [ ]  |
|  | b | pension payments |  | [ ]  | [ ]  |
|  | c | services on behalf of public utilities |  | [ ]  | [ ]  |
|  | d | any other services (please specify): |  | [ ]  | [ ]  |
|  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 2.3.3 | E-commerce–specific delivery services |  | [ ]  | [ ]  |
|  | Please give details of your policy: |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **3** | **Access and service standards** |  | Yes | No |
|  |  |  |  |  |
| 3.1 | Do you have standards for access to the postal network by the general public? |  | [ ]  | [ ]  |
|  | If so, please indicate if they are based on the following: |  |  |  |
|  | a | distance to a post office |  | [ ]  |  |
|  | b | population per post office |  | [ ]  |  |
|  | c | other (please specify): |  | [ ]  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 3.2 | Is access to the postal network for the delivery of the universal postal service exclusive to the designated operator? |  | [ ]  | [ ]  |
|  | If not, please give details of the access policy, including any dispute settlement processes: |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 3.3 | Is access to the mailbox exclusive to the designated operator? |  | [ ]  | [ ]  |
|  | If not, please give details of access policy, including any dispute settlement processes: |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 3.4 | Do you have standards for delivery points? |  | [ ]  | [ ]  |
|  | If so, please indicate the appropriate type: |  |  |  |
|  | a | door-to-door delivery |  | [ ]  |  |
|  |  | If so, please indicate the following: |  |  |  |
|  |  | i | do you have standards for redelivering registered or insured letters in cases where the items are not received on first delivery? |  | [ ]  | [ ]  |
|  |  |  | If so, please give details of your standards: |  |  |  |
|  |  |  | Click or tap here to enter text. |  |  |  |
|  |  | ii | do you have standards for mailbox sizes? |  | [ ]  | [ ]  |
|  |  |  | If so, please give details of your standards: |  |  |  |
|  |  |  | Click or tap here to enter text. |  |  |  |
|  | b | post office |  | [ ]  |  |
|  | c | community collection point |  | [ ]  |  |
|  | d | other (please specify): |  | [ ]  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
|  |  |  | Yes | No |
| 3.5 | Do you have standards for the number of collection and delivery days per week? |  | [ ]  | [ ]  |
|  | If so, please give details of your standards: |  |  |  |
|  |  |  | urban | rural |  |  |  |
|  | a | Number of *collection* days per week |  |  |  |  |  |
|  | b | Number of *delivery* days per week |  |  |  |  |  |
|  |  |  |  |  |
| 3.6 | Do you have standards for the minimum opening hours of post offices? |  | [ ]  | [ ]  |
|  | If so, please indicate your standards. (If different standards are applied in urban and rural areas, please indicate): |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 3.6.1 | Do you have related regulations or approval process requirements for establishing and closing post offices? |  | [ ]  | [ ]  |
|  | If so, please indicate regulations or requirements: |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 3.7 | Do you have related regulations or requirements for operation (self-run or other) and ownership (self-owned or other) of access points? |  | [ ]  | [ ]  |
|  | If so, please indicate regulations or requirements: |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 3.8 | Do you publish results for the achievement of access standards? |  | [ ]  | [ ]  |
|  | If so, do you publish: |  |  |  |
|  | a | on a monthly basis? |  | [ ]  |  |
|  | b | on a quarterly basis? |  | [ ]  |  |
|  | c | on an annual basis? |  | [ ]  |  |
|  | d | other (please specify): |  | [ ]  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **4** | **Customer/consumer protection standards** |  |  |  |
|  |  |  |  |  |
| 4.1 | Do you have standards within the universal postal service relating to the treatment of customer complaints? |  | [ ]  | [ ]  |
|  | If not, please explain: |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
|  |  |  | Yes | No |
| 4.1.1 | Do you measure the time for handling customer complaints?[[1]](#footnote-1) |  | [ ]  | [ ]  |
|  | If so, please give details of your standards and measuring system: |  |  |  |
|  | *a standards* | *b measuring system* |  |  |  |
|  | i speed of answering/responding– telephone: within Enter text.– letter: within Enter text.– e-mail: within Enter text.ii time to close cases– domestic: within Enter text.– international: within Enter text. | Click or tap here to enter text. |  |  |  |
|  | If not, please specify: |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 4.2 | Do you have standards for customer satisfaction? |  | [ ]  | [ ]  |
|  | If so, please give details: |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 4.2.1 | Do you measure customer satisfaction? |  | [ ]  | [ ]  |
|  | If so, please give details: |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 4.2.2 | Do you have a specific body dealing with customer satisfaction? |  | [ ]  | [ ]  |
|  | a | If so, is it an independent body? |  | [ ]  | [ ]  |
|  | b | If it is, please indicate the appropriate type: |  |  |  |
|  |  | i | regulator |  | [ ]  |  |
|  |  | ii | government |  | [ ]  |  |
|  |  | iii | operator |  | [ ]  |  |
|  |  | iv | other (please specify): |  | [ ]  |  |
|  |  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
|  |  |  | Yes | No |
| 4.2.3 | Do you have an independent body which acts as the voice of the customer with regard to the universal postal service? |  | [ ]  | [ ]  |
|  | If so, please give details: |  |  |  |
|  | a | name: Click or tap here to enter text. |  |  |  |
|  | b | type: |  |  |  |
|  |  | i | government (part of the government) |  | [ ]  |  |
|  |  | ii | public organization (e.g. government-owned corporation) |  | [ ]  |  |
|  |  | iii | private organization (e.g. commercial company) |  | [ ]  |  |
|  |  | iv | other (please specify): |  | [ ]  |  |
|  |  |  | Click or tap here to enter text. |  |  |  |
|  | c | main roles: |  |  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 4.2.4 | Do you publish results for the achievement of customer satisfaction? |  | [ ]  | [ ]  |
|  | If so, do you publish: |  |  |  |
|  | a | on a monthly basis? |  | [ ]  |  |
|  | b | on a quarterly basis? |  | [ ]  |  |
|  | c | on a semiannual basis? |  | [ ]  |  |
|  | d | on an annual basis? |  | [ ]  |  |
|  | e | other (please specify): |  | [ ]  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 4.3 | Do you have service standards[[2]](#footnote-2) at national level within the universal postal service for: |  |  |  |
|  | a | priority letters? |  | [ ]  | [ ]  |
|  |  | If so, please indicate the standards: |  |  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  | b | non-priority letters? |  | [ ]  | [ ]  |
|  |  | If so, please indicate the standards: |  |  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  | c | parcels? |  | [ ]  | [ ]  |
|  |  | If so, please indicate the standards: |  |  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  | d | other categories of mail? |  | [ ]  | [ ]  |
|  |  | If so, please indicate the standards: |  |  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
|  |  |  | Yes | No |
| 4.3.1 | Do you measure service standards in conjunction with other countries for international mail? |  | [ ]  | [ ]  |
|  |  |  |  |  |
| 4.3.2 | Do you publish results for the achievement of service standards? |  | [ ]  | [ ]  |
|  |  |  |  |  |
| 4.4 | Do you have agreed standards for the clearance of mail by your customs authorities? |  | [ ]  | [ ]  |
|  |  |  |  |  |
| 4.4.1 | Do you monitor the agreed standards? |  | [ ]  | [ ]  |
|  |  |  |  |  |
| 4.5 | Do you have standards for: |  |  |  |
|  | a | settling claims from customers according to the amount of compensation to be paid to the customer? |  | [ ]  | [ ]  |
|  | b | settling claims from customers according to the time limit for settling the claim with the customer? |  | [ ]  | [ ]  |
|  | c | handling liability inquiries (e.g. response time limit)? |  | [ ]  | [ ]  |
|  |  | If so, please give details: |  |  |  |
|  |  | *i standards* | *ii measuring system (if used)* |  |  |  |
|  |  | a speed of answering/responding– telephone: within Enter text.– letter: within Enter text.– e-mail: within Enter text.b time to deal with query– domestic: within Enter text.– international: within Enter text. | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 4.5.1 | Do you publish information about the achievement of your standards for: |  |  |  |
|  | a | the settling of claims with customers? |  | [ ]  | [ ]  |
|  | b | the handling of liability inquiries from customers? |  | [ ]  | [ ]  |
|  |  |  |  |  |
| 4.5.2 | Do you also publish: |  |  |  |
|  | a | figures for liability inquiries received? |  | [ ]  | [ ]  |
|  | b | figures for compensation paid to customers? |  | [ ]  | [ ]  |
|  | c | data comparing the number of liability inquiries as a percentage of the total volume of postal traffic in the: |  |  |  |
|  |  | i | domestic service? |  | [ ]  | [ ]  |
|  |  | ii | international service? |  | [ ]  | [ ]  |
|  | d | data comparing the number of liability settlements as a percentage of the total volume of postal traffic in the: |  |  |  |
|  |  | i | domestic service? |  | [ ]  | [ ]  |
|  |  | ii | international service? |  | [ ]  | [ ]  |
|  |  |  |  |  |
|  |  |  | Yes | No |
| 4.6 | Do you have security standards to: |  |  |  |
|  | a | ensure the safe receipt and dispatch of mail at airports? |  | [ ]  | [ ]  |
|  | b | detect and prevent the postal transmission of dangerous goods? |  | [ ]  | [ ]  |
|  | c | prevent the theft of national and international mail? |  | [ ]  | [ ]  |
|  |  |  |  |  |
| 4.7 | Have you designated an airport security coordinator to monitor the security of international mail operations? |  | [ ]  | [ ]  |
|  |  |  |  |  |
| 4.8 | Do you publish results for the achievement of security standards? |  | [ ]  | [ ]  |
|  |  |  |  |  |
|  |  |  |  |  |
| **5** | **Financing mechanisms** |  |  |  |
|  |  |  |  |  |
| 5.1 | Do you have a funding mechanism for the universal postal service? |  | [ ]  | [ ]  |
|  | If so, please indicate your source of funding: |  |  |  |
|  | a | government subsidy |  | [ ]  |  |
|  |  | Please specify the categories of subsidized services: |  |  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  | b | reserved area |  | [ ]  |  |
|  |  | Please indicate the scope of this reserved area (especially the price and weight limits): |  |  |  |
|  |  | i | scope of reserved area: |  |  |  |
|  |  |  | Click or tap here to enter text. |  |  |  |
|  |  | ii | exceptions to the above: |  |  |  |
|  |  |  | Click or tap here to enter text. |  |  |  |
|  |  | Please indicate the body responsible for setting postal rates for reserved services: |  |  |  |
|  |  | iii | supervisory ministry or government |  | [ ]  |  |
|  |  | iv | regulatory authority |  | [ ]  |  |
|  |  | v | designated operator |  | [ ]  |  |
|  |  | vi  | other (please specify): |  | [ ]  |  |
|  |  |  | Click or tap here to enter text. |  |  |  |
|  | c | resources from other more lucrative segments |  | [ ]  |  |
|  | d | resources from a specially set up fund |  | [ ]  |  |
|  | e | cost sharing (with local entities) |  | [ ]  |  |
|  | f | other (please specify): |  | [ ]  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
|  |  |  | Yes | No |
| 5.2 | Do you have a mechanism to calculate the cost of the universal postal service? |  | [ ]  | [ ]  |
|  | If so, do you calculate: |  |  |  |
|  | a | the (total) cost of universal postal service provision? |  | [ ]  | [ ]  |
|  | b | the net cost resulting from the provision of the universal postal service? |  | [ ]  | [ ]  |
|  | c | the net cost of the universal postal service? |  | [ ]  | [ ]  |
|  |  |  |  |  |
| 5.2.1 | If you have the mechanism, do you plan to reduce that cost? |  | [ ]  | [ ]  |
|  | If so, please explain how: |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 5.3 | Do you have a price-setting process for the universal postal service? |  | [ ]  | [ ]  |
|  | If so, please explain it in detail (especially the process for rate approval): |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 5.3.1 | Do you have a lower tariff obligation for: |  |  |  |
|  | a | newspapers and periodicals? |  | [ ]  | [ ]  |
|  |  | If so, do you have a funding mechanism for the obligations? |  | [ ]  | [ ]  |
|  |  |  | Please indicate the body responsible for the funding: |  |  |  |
|  |  |  | Click or tap here to enter text. |  |  |  |
|  | b | items for the blind? |  | [ ]  | [ ]  |
|  |  | If so, do you have a funding mechanism for the obligations? |  | [ ]  | [ ]  |
|  |  |  | Please indicate the body responsible for the funding: |  |  |  |
|  |  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **6** | **Postal regulator** |  |  |  |
|  |  |  |  |  |
|  | Do you have a postal regulator that is independent from the government entity responsible for the postal sector? |  | [ ]  | [ ]  |
|  | If so, please indicate the role of it for the provision of the universal postal service: |  |  |  |
|  |  |  |  | Included | Not included |
|  | a | monitor compliance with the universal service obligations |  | [ ]  | [ ]  |
|  | b | monitor compliance with the quality of service standards |  | [ ]  | [ ]  |
|  | c | regulate prices of the universal postal service |  | [ ]  | [ ]  |
|  | d | manage the funding of the universal postal service |  | [ ]  | [ ]  |
|  | e | set standards for services supplied by the universal postal service provider |  | [ ]  | [ ]  |
|  | f | establish the basic principles of cost accounting for the universal postal service |  | [ ]  | [ ]  |
|  | g | set requirements for the cost accounting system |  | [ ]  | [ ]  |
|  |  |  |  | Included | Not included |
|  | h | grant licence to the universal postal service provider |  | [ ]  | [ ]  |
|  | i | grant licences to postal service providers |  | [ ]  | [ ]  |
|  | j | register postal operators |  | [ ]  | [ ]  |
|  | k | establish postal sector policy |  | [ ]  | [ ]  |
|  | l | draft and propose relevant enabling legislation |  | [ ]  | [ ]  |
|  | m | monitor compliance with the relevant enabling legislation |  | [ ]  | [ ]  |
|  | n | act as arbiter in disputes between customers and postal service providers and/or between postal service providers |  | [ ]  | [ ]  |
|  | o | represent the country in relations with international organizations |  | [ ]  | [ ]  |
|  | p | if any other functions, please specify: |  | [ ]  | [ ]  |
|  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **7** | **Policy changes** |  | Yes | No |
|  |  |  |  |  |
| 7.1 | Is the universal postal service regularly reviewed?  |  | [ ]  | [ ]  |
|  | If so, please indicate the reason: |  |  |  |
|  | a | customer needs |  | [ ]  |  |
|  | b | technological change |  | [ ]  |  |
|  | c | market evolution |  | [ ]  |  |
|  | d | other (please specify): |  | [ ]  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 7.1.1 | Do you have a process for gathering and reflecting public needs (businesses and/or private individuals) in deciding the scope and definition of the universal postal service? |  | [ ]  | [ ]  |
|  | If so, please give details of your process: |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 7.2 | During or after the COVID-19 pandemic, have you modified any aspects of the universal postal service? |  | [ ]  | [ ]  |
|  | If so, please indicate the areas: |  |  |  |
|  | a | definition |  | [ ]  |  |
|  | b | scope |  | [ ]  |  |
|  |  | If so, has it been expanded (check yes) or reduced (check no)? |  | [ ]  | [ ]  |
|  | c | access and service standards |  | [ ]  |  |
|  |  | If so, have they been intensified (check yes) or loosened (check no)? |  | [ ]  | [ ]  |
|  |  | If they have been intensified, please give details: |  |  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  | Yes | No |
|  | d | customer/consumer protection standards |  | [ ]  |  |
|  |  | If so, have they been intensified (check yes) or loosened (check no)? |  | [ ]  | [ ]  |
|  |  | If they have been intensified, please give details: |  |  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  | e | financing mechanism |  | [ ]  |  |
|  |  | If so, please indicate the changes: |  |  |  |
|  |  | i | source of funding |  | [ ]  | [ ]  |
|  |  | ii | mechanism to calculate the cost of the universal postal service |  | [ ]  | [ ]  |
|  |  | iii | price-setting process for the universal postal service |  | [ ]  | [ ]  |
|  |  |  |  |  |
| 7.2.1 | If you have modified some aspects of the universal postal service, please provide a summary of the main changes and the rationale for such changes and/or web links to relevant further information: |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 7.3 | Do you anticipate any policy changes to the provision of the universal postal service in your country, for example, its definition or scope, service or customer/consumer protection standards, financing mechanism, or other aspects? |  | [ ]  | [ ]  |
|  | If so, please give details: |  |  |  |
|  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 7.3.1 | If you anticipate changes, what is the key driver? |  |  |  |
|  | a | competition |  | [ ]  |  |
|  | b | technology change |  | [ ]  |  |
|  | c | growth of e-commerce |  | [ ]  |  |
|  | d | domestic structural change |  | [ ]  |  |
|  | e | cost of the universal postal service |  | [ ]  |  |
|  | f | other (please specify): |  | [ ]  |  |
|  |  | Click or tap here to enter text. |  |  |  |
|  |  |  |  |  |
| 7.4 | Does your government view the universal postal service and/or the postal network and services in general as a tool for development? |  | [ ]  | [ ]  |
|  | If so, please indicate areas: |  |  |  |
|  | a | local development, in particular for MSMEs |  | [ ]  |  |
|  | b | social inclusion |  | [ ]  |  |
|  | c | economic development |  | [ ]  |  |
|  | d | other (please specify): |  | [ ]  |  |
|  |  | Click or tap here to enter text. |  |  |  |

1. A customer complaint is an expression of dissatisfaction, either orally or in writing, with a product or service within the universal postal service. [↑](#footnote-ref-1)
2. “Service standard” refers to the time between posting and delivery. [↑](#footnote-ref-2)