CEPT - CERP
European Committee for postal regulation

UPU UNIVERSAL POSTAL UNION

NEWSLETTER

on postal regulation (No. 3)

UPU and CEPT-CERP work together to compile the main news from European postal ministries and regulators in this newsletter. (May–August 2026)

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European Union Commission

Factual summary of contributions received during the public consultation on the EU Delivery Act Impact Assessment.

The purpose of the public consultation was to seek feedback from stakeholders on the possible limitations of the current EU postal framework, as well as on the objectives and policy options envisaged for its modernization, to inform the preparation of the future EU Delivery Act. The public consultation ran from 11 December 2025 to 8 March 2026 and received 147 responses and 58 position papers.

Date: 7/5/2026
Source: ec.europa.eu/info/law/better-regulation/have-your-say/initiatives/14821-New-EU-Delivery-Act-EU-to-reform-postal-rules/public-consultation_en

Italy – Poste Italiane

New universal postal service terms and conditions from 1 May 2026.

The 2026 Budget Law (Law No. 199 of 30 December 2025) introduced some amendments to Legislative Decree 261/1999, extending the assignment of the universal service to Poste Italiane until 31 December 2036.

Through its universal service commitments, Poste Italiane continues to ensure the availability of delivery service throughout the country, guaranteeing all citizens – without geographical or social distinction – access to postal services and actively contributing to the economic and social cohesion of the country.

Among the changes introduced by the legislation is the exclusion of priority mail as of 1 May 2026.

Date: May 2026
Source: www.poste.it/variazione-servizio-postale-universale

The Netherlands – Official Gazette

Decree of 10 June 2026 amending Postal Decree 2009.

The Dutch government has formally adopted new delivery standards for the universal postal service, easing longstanding quality requirements in an effort to keep the national postal network financially and operationally sustainable amid declining mail volumes and rising costs.

Under a decree published in the Staatsblad on 16 June 2026, the Netherlands will gradually extend the delivery time frame for standard domestic letters that fall under the universal postal service. From 1 July 2026 to 30 June 2027, at least 90% of eligible letters must be delivered within two days after posting, excluding Sundays, Mondays and public holidays. From 1 July 2027 onward, the standard will shift again, requiring at least 92% of such mail to be delivered within three days. The reform marks a significant departure from the previous requirement that 95% of universal service letters be delivered the next day. According to the government, that standard no longer reflects the realities of the Dutch postal market, where letter volumes have been falling by roughly 7% a year for a prolonged period as digital communication continues to replace physical mail.

The government said the new framework is intended to preserve the continuity, affordability and nationwide coverage of the universal postal service, without requiring public subsidy. It also argues that a slightly longer delivery window could improve reliability. Current performance has fallen well below the legal benchmark, with delivery reliability standing at around 86%, according to the Netherlands Authority for Consumers and Markets.

Special protections will remain in place for sensitive categories of mail. Medical letters and funeral mail must still be delivered the next day, with a reliability standard of 95%.

Date: 16/6/2026
Source: zoek.officielebekendmakingen.nl/stcrt-2026-22091.html

Estonia – Omniva

Postal Act adopted by the Estonian Parliament modernizes postal services and ensures their sustainability.

On Wednesday, 17 June 2026, the Estonian Parliament passed, at its third reading, the Act Amending the Postal Act, the Competition Act and the State Fees Act, updating the rules governing the postal market and creating a clearer framework for the provision of the universal postal service. The aim is to ensure that postal services remain accessible to people throughout Estonia, while taking into account the declining use of postal services and changes in the market, including the possible privatization of Omniva.

The universal postal service will continue to be guaranteed five days a week, ensuring the delivery of letters and international postal parcels to homes across the country. As there is a sufficient number of companies operating in the domestic parcel delivery market, there will no longer be a need to provide home delivery of domestic parcels as part of the universal postal service.

During the legislative process, a fundamental amendment was added to the Act, under which home delivery of periodicals – newspapers and magazines – will become part of the universal postal service once the current contracts expire. Until now, periodical delivery has been an additional obligation of the universal postal service provider rather than a component of the service itself, with prices determined through agreements between the service provider and media publishers. The Act also updates the financing model for the universal postal service and harmonizes the requirements for operating in the postal sector.

The planned legislative changes will enter into force in stages. The first amendments will take effect on 10 August 2026, the transition to the new financing model will begin in 2027, and the changes concerning periodicals will enter into force in 2028.

Date: 18/6/2026
Source: www.omniva.ee/en/news/postal-act-adopted-by-the-estonian-parliament-modernizes-postal-services-and-ensures-their-sustainability

Sweden – PTS

New rules on how quickly letters should be delivered.

The Swedish government has decided on new rules for how quickly letters should be delivered within the universal postal service. This means that PTS (the Swedish Post and Telecom Authority) is simultaneously making changes to Postnord's licensing conditions. Until now, the rules required that 95% of domestic letters arrive within two working days. According to the new rules, 85% must be distributed within three working days and 97% within five working days.

Date: 23/6/2026
Source: www.pts.se/nyheter-och-pressmeddelanden/nya-regler-om-hur-snabbt-brev-ska-delas-ut/

Serbia – Ratel

Entry into force of regulations.

The regulatory body for electronic communications and postal services, within its legal competencies, adopted the Rulebook on the method of calculating the net cost of the public postal operator and the method of exercising the right to compensation due to unfair financial burden, as well as the Rulebook on the method of keeping separate accounting, allocation of costs and verification of the reliability of the internal calculation of the public postal operator (Official Gazette of the Republic of Serbia No. 36/26 of 24 April 2026). These regulations enter into force on 2 May 2026.

Date: 27/4/2026
Source: www.ratel.rs/sr/blog-posts-view-all/stupanje-na-snagu-pravilnika-1-2-3-4-5

Germany – Bundesnetzagentur

Online portal to report deficiencies in postal services.

The German postal regulator, Bundesnetzagentur, has created a dashboard to monitor and visualize problems with postal services, aiming to identify significant shortcomings in regional service delivery.

Users can report issues relating to letters and parcels delivered by all service providers, contact points, or public mailboxes.

The dashboard displays the number of reported problems per postal code. For the first time in Germany, users now have access to a broad view of potential postal service problems in their area.

Date: 6/5/2026
Source: www.bundesnetzagentur.de/DE/Vportal/Post/Dash/start.html

Estonia – Omniva

Omniva to seek European Commission assessment of postal market competition conditions in Latvia.

Omniva has decided to submit a request to the European Commission requesting an assessment of whether the current framework for financing the universal postal service in Latvia provides sufficient safeguards to ensure transparency and fair competition in commercial postal and parcel markets.

The planned submission also comes against the backdrop of ongoing discussions regarding the future organization of universal postal services in Latvia. Earlier last year, Omniva and other market participants publicly expressed concerns about the decision to extend the existing universal postal service arrangement without launching a new competitive selection process. This issue also reinforces broader questions around transparency, market access and competition in the postal sector.

Omniva remains committed to serving customers in Latvia and across the Baltics and views the planned submission as a constructive step towards greater transparency and regulatory clarity for all market participants.

Omniva is also preparing a similar submission concerning Lithuania, reflecting broader questions about transparency, fair competition and the interaction between public compensation and commercial activities in the Baltic postal market.

Date: 17/6/2026
Source: www.omniva.lv/en/news/omniva-to-seek-ec-assessment-of-postal-market-competition-conditions-in-latvia/

United Kingdom – UK Parliament

Ofcom is failing to drive fast enough improvements to national postal service, says Committee.

In a report, the Commons' Business and Trade Committee said Ofcom has failed to change Royal Mail's "unacceptable" performance amid fears it is "not up to the job" of regulating a postal market that is growing in competition and complexity. Ofcom has failed to provide Parliament with the concrete numbers of letters being delivered late, saying Royal Mail refused them on the grounds of commercial confidentiality. The Committee said if such a prohibition actually exists, it should be changed.

Date: 22/5/2026.
Source: committees.parliament.uk/committee/365/business-and-trade-committee/news/213644/ofcom-is-failing-to-drive-fast-enough-improvements-to-national-postal-service-says-committee/

Italy – EU Court of Justice

Opinion of Advocate General on joined cases Amazon Italia Logistica Srl (C-535/25), Amazon Italia Services Srl (C-536/25), Amazon Italia Transport Srl (C-537/25) (9/7/2026).

These joined cases concern whether certain activities carried out by three Amazon Group companies in Italy – Amazon Italia Logistica, Amazon Italia Services and Amazon Italia Transport – constitute postal services under Directive 97/67/EC and therefore require a postal authorization. AGCOM, Italy's communications regulator, fined the companies for operating postal activities without the required general authorization. The Italian Council of State asked the Court of Justice of the EU to clarify whether EU law allows such a requirement.

Main legal issue: The key question is whether Amazon's integrated e-commerce logistics model falls within the concept of a "postal service", even though it differs from the traditional postal operator model envisaged when the Postal Services Directive was adopted.

- Case C-535/25, Amazon Italia Logistica (AIL): The Advocate General concluded that AIL's activity may constitute the sorting of postal items and therefore may be subject to the postal authorization regime.
- Case C-536/25, Amazon Italia Services (AIS): The Advocate General rejected Amazon's argument that delivery ends when a parcel is placed in a locker and concluded that managing lockers constitutes part of the distribution phase of postal items. AIS is therefore carrying out a postal service and may be required to hold a postal authorization.
- Case C-537/25, Amazon Italia Transport: The Advocate General concluded that a company that exercises decisive management and control over delivery operations can be classified as a postal service provider, even if subcontractors perform the physical deliveries.

Date: 9/7/2026
Source: juris.curia.europa.eu/juris/document/document.jsf?text=&docid=313517&pageIndex=0&doclang=en&mode=req&dir=&occ=first&part=1&cid=577215

The Netherlands – ACM

ACM imposes a fine of nearly 7 million euros on PostNL for late mail delivery in 2023.

The Netherlands Authority for Consumers and Markets (ACM) has fined PostNL €6,923,000 for failing to meet the quality standard for timely mail delivery in 2023. PostNL delivered 89.48% of letter-box mail with a five-day delivery obligation on time in 2023, which is below the statutory requirement of at least 95%.

Date: 12/5/2026
Source: www.acm.nl/nl/publicaties/acm-legt-postnl-boete-van-bijna-7-miljoen-euro-op-voor-niet-tijdige-postbezorging-2023

UPU – Regulatory database

Consultation on UPU policy and regulatory database

The UPU is consulting the members and observers of the Postal Sector Reform Standing Group on the needs and expectations for a future database containing information about member countries' postal sector policies and regulations.

The input from members and observers will help shape the technical design, governance and priority features of the future database.

The deadline for completing the survey is **31 August 2026**.

For more information about the survey, please contact: ca.c2.secretariat@upu.int

UPU – Conference on Postal Regulation

Regulatory experts advocate customer focus in postal policymaking

Postal regulators, experts and private sector players gathered for the UPU Conference on Postal Regulation on 5 May 2026 to tackle major questions facing the postal sector, including how postal markets are defined and the implications for regulatory oversight.

For more information about the conference:

- Conference presentations: **www.upu.int/en/members-centre/policies-regulation/regulatory-forums**
- Recordings: **video.upu.int/live_events/MTc3NTYyMzI2MDIyNA**
- Podcast: **soundcloud.com/universal-postal-union/e42**
- Summary article: **www.upu.int/en/news/2026/may/regulatory-experts-advocate-customer-focus-in-postal-policymaking**

The next conference on postal regulation will take place on 28 October 2026 and will examine how to maintain a financially sustainable universal postal service while meeting evolving postal user needs amid market substitution and reduced mail volumes. It will analyze user "wants" through evidence-based consumer research and then assess practical policy "ways" and trade-offs – such as universal service obligation reform, cost containment, and whole-of-government alternatives – to identify feasible models that balance accessibility, affordability and sustainability.

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Upcoming events

Meeting on challenges of artificial Intelligence for the future of postal regulation

The meeting will be organized jointly by the Ministry of Transport of Spain, the UPU and CERP, and will be held in **Madrid, Spain, on 1 and 2 December** 2026 for CERP members of the Europe and CIS Region.

CERP event: Eleventh WG Policy web meeting

The meeting will be held on 23 September 2026.

UPU event: Council of Administration 2026 (S2)

The next CA session will take place from 26–30 October 2026.

UPU event: Conference on Postal Regulation (S2)

The UPU Conference on Postal Regulation will be held on **28 October 2026 from 9.00 to 13.00 CET** on the theme "Bridging demand and duty: rethinking user needs within the USO scope".

UPU event: RegTalk

The first edition of RegTalk will take place on **17 September [time]** and will re-evaluate postal sector definitions to accommodate modern logistics, parcel delivery and digital services.