



## BELGIAN INSTITUTE FOR POSTAL SERVICES AND TELECOMMUNICATIONS

BIPT

PRESS RELEASE

### Residential and business users are open to changes in the traditional universal mail delivery

**Brussels, 22 December 2015 - A survey organised by BIPT (Belgian Institute for postal services and telecommunications) among residential users, businesses and public authorities showed that users would like to see some changes in the traditional universal mail delivery in the future. For instance residential customers are in favour of the delivery of parcels in the evening and in weekends and of maintaining the current delivery and collection frequency. Businesses strongly emphasize a later collection time in the post collection points and often opt for the delivery of mail at an earlier time than is the case today. Both types of users consider low rates to be important.**

Until 31 December 2018 bpost is charged with providing the universal postal service. In practice this means that bpost needs to guarantee one collection and one delivery at home for each private or legal person in Belgium at affordable prices at least five working days per week. Within the context of designating a new provider following this date and the ensuing possible adaptation of the content of the universal postal service, BIPT wanted to know the preferences, needs and willingness to pay of users of the postal service. Therefore a survey was conducted with 3,627 residential users and 2,190 business users (1,673 private and 517 public). Below you will find a number of findings resulting from this survey.

9 out of 10 residential users would like to see a couple of things change in the postal delivery. The most important requests for change in the postal services indicated are lower rates, followed by the delivery of parcels in the evening and in weekends and the delivery and pick-up of mail 6 days per week. Companies and public bodies mention, in addition to lower rates, a later collection time in the post collection points. Users do not fancy a number of changes in the postal services as these might have a negative impact on their daily activities, e.g. the abolition of postal offices and/or postal points in the vicinity of their residences or also the abolition of red postboxes in the vicinity of their residences.

Residential users exhibit a strong need to receive letter post and parcels at home (and nowhere else). A one-day delivery time for parcels and letter post does not seem absolutely necessary. The residential users would like to have more certainty as regards the exact day on which their mail will be delivered at its destination.

Businesses would like to have more certainty as regards the day on which their administrative mail will be delivered at its destination. They prefer to have the delivery in the company's headquarters 5 days per week. The place where the company has to deposit its mail does not need to change; in this case the companies prefer a post office or a postal point. For direct mail (addressed publicity) three deliveries per week seem to suffice, as long as there is a day-certain delivery. Parcels have to be delivered with a one-day delivery time preferably.

Authorities also attach great importance to the day-certain delivery of (administrative) post. They seem to be willing to receive their mail in a secured postbox in a public place, but prefer the postal office or a postal point as place to deposit their mail. A MassPost centre or a national

sorting centre is possible as a collection point, in as far as a price discount is provided. A delivery frequency reduced to 4 deliveries a week for addressed publicity seems to be acceptable to the public services. Parcels have to be delivered with a one-day delivery time preferably for public authorities. They prefer that the parcels are collected at the department itself.

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