



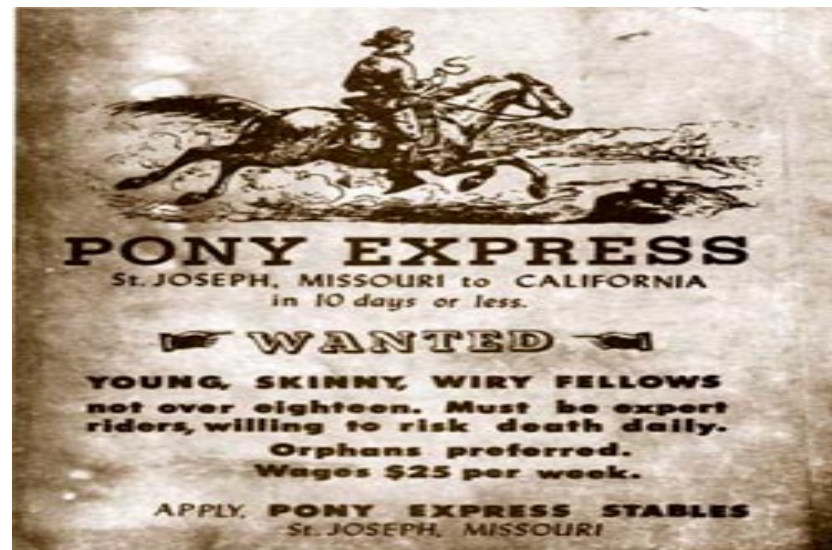
**28th Voorburg Group
Meeting
Tokyo, 7-11 October
2013**

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Mini Presentation on SPPI for Postal Services in Austria

- Structure and size of the industry
- Universal service obligation
- The Austrian Post AG
- Index construction and characteristics
- Alternatives and next steps

Historical development process

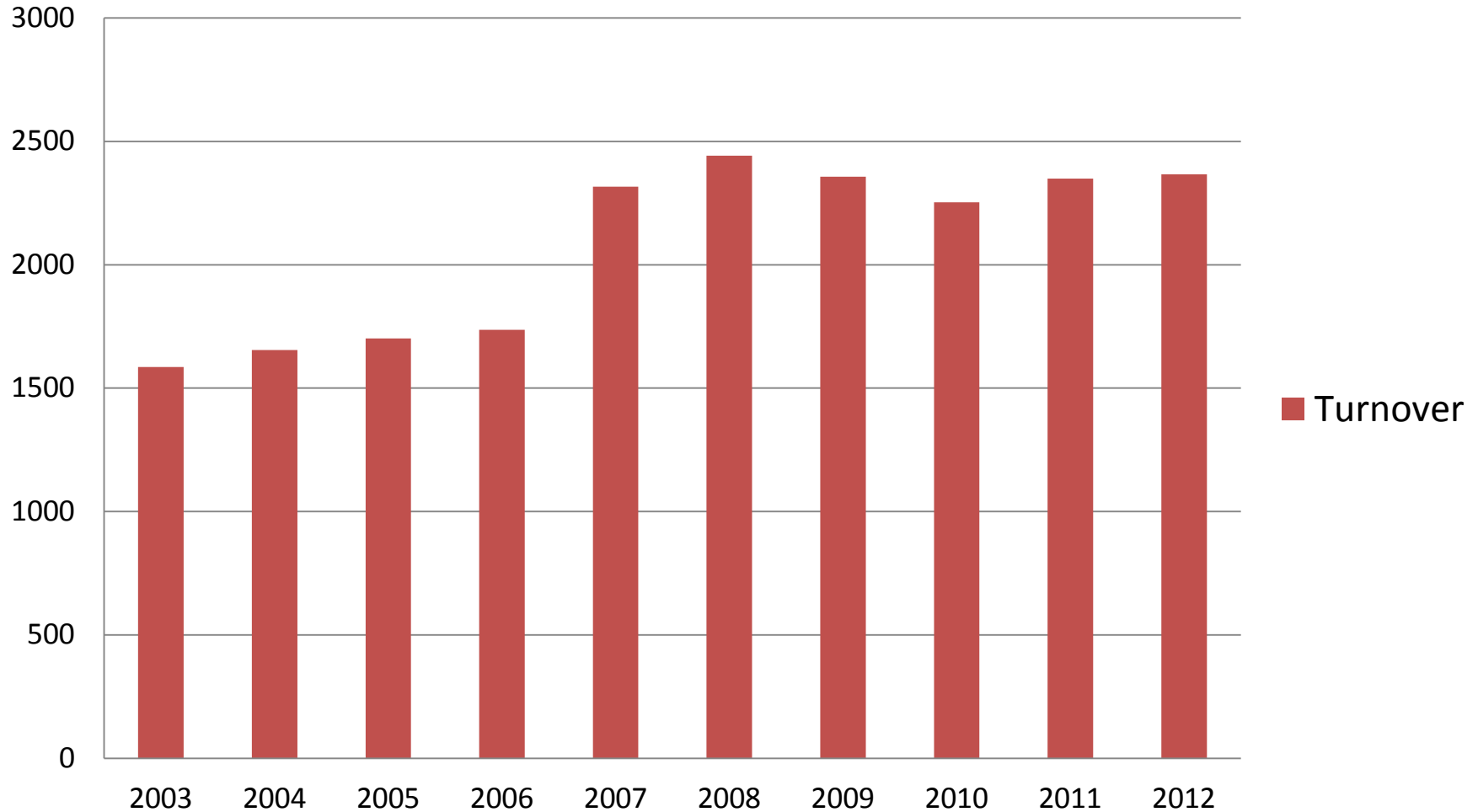


- Liberalisation process in Europe since 1997
- 23 countries are producing SPPIs
- Only one respondent is the common sample size
- 100 % turnover coverage rate
- SPPI produced and „published“ since 2007

- Permanent provision of a postal service of specified quality at all points in their territory at affordable prices for all users
- To take steps to ensure that the density of the points of contact and of the access points takes account of the needs of users.
- To take steps to ensure that the universal service provider(s) guarantee(s) every working day and not less than five days a week
 - one clearance,
 - one delivery to the home or premises of every natural or legal person or, by way of derogation, under conditions at the discretion of the national regulatory authority, one delivery to appropriate installations.

- Limited number of respondents
- Prices are a sensitive subject
- Respondent refuses to cooperate
- Difficult to split information into B2B and B2C clients
- Resulting index is based on list prices and business to all

Turnover of the Austrian Post AG in Mio Euro



Core business service groups

**Letter, Advertising mail,
Post office counter services**

Parcels and Logistics

Letters

Advertising mails with and
without address

Newspapers

Online services

Post office counter services

Parcels

Combined freight

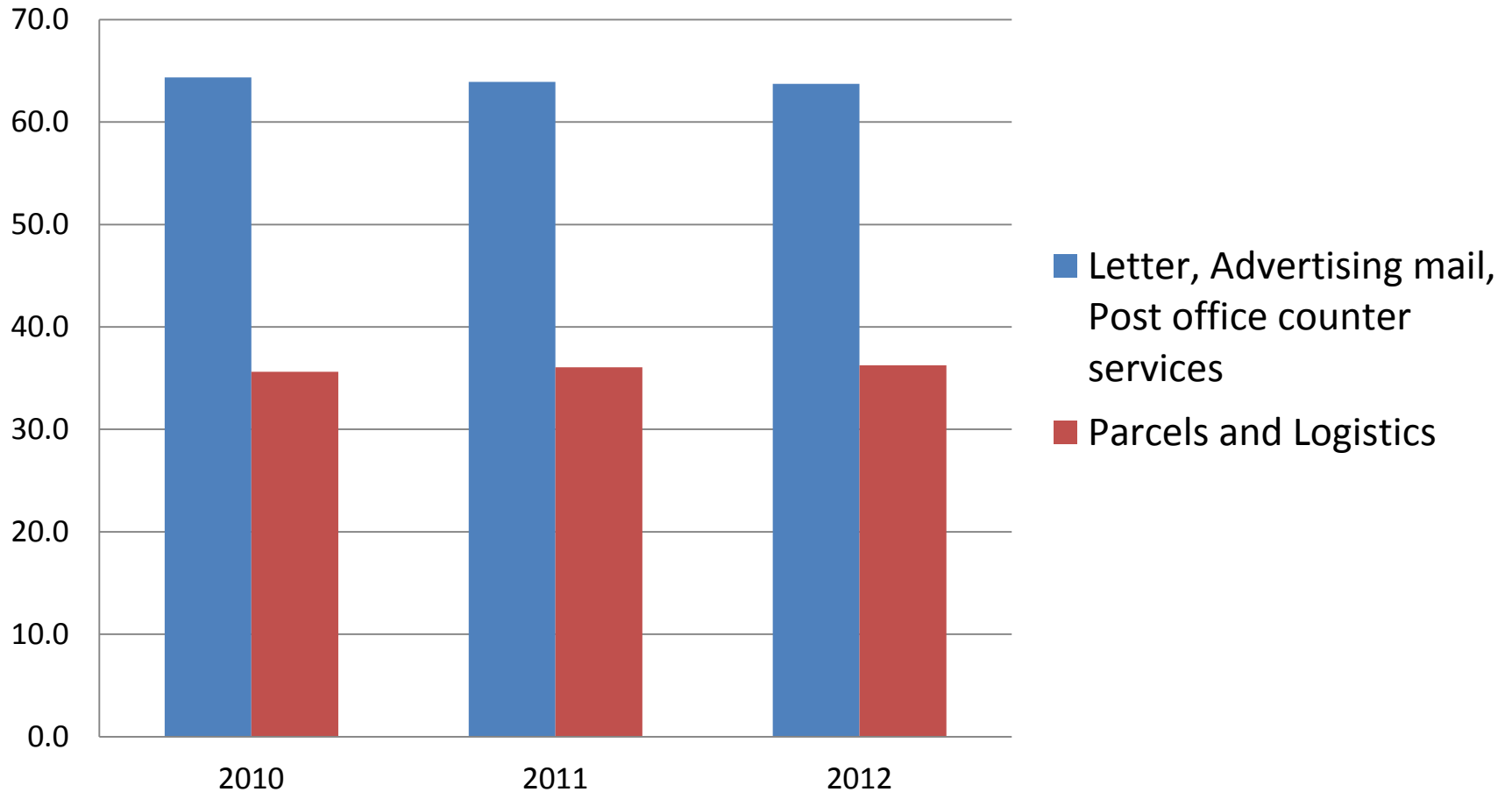
Express delivery

Temperature controlled logistics

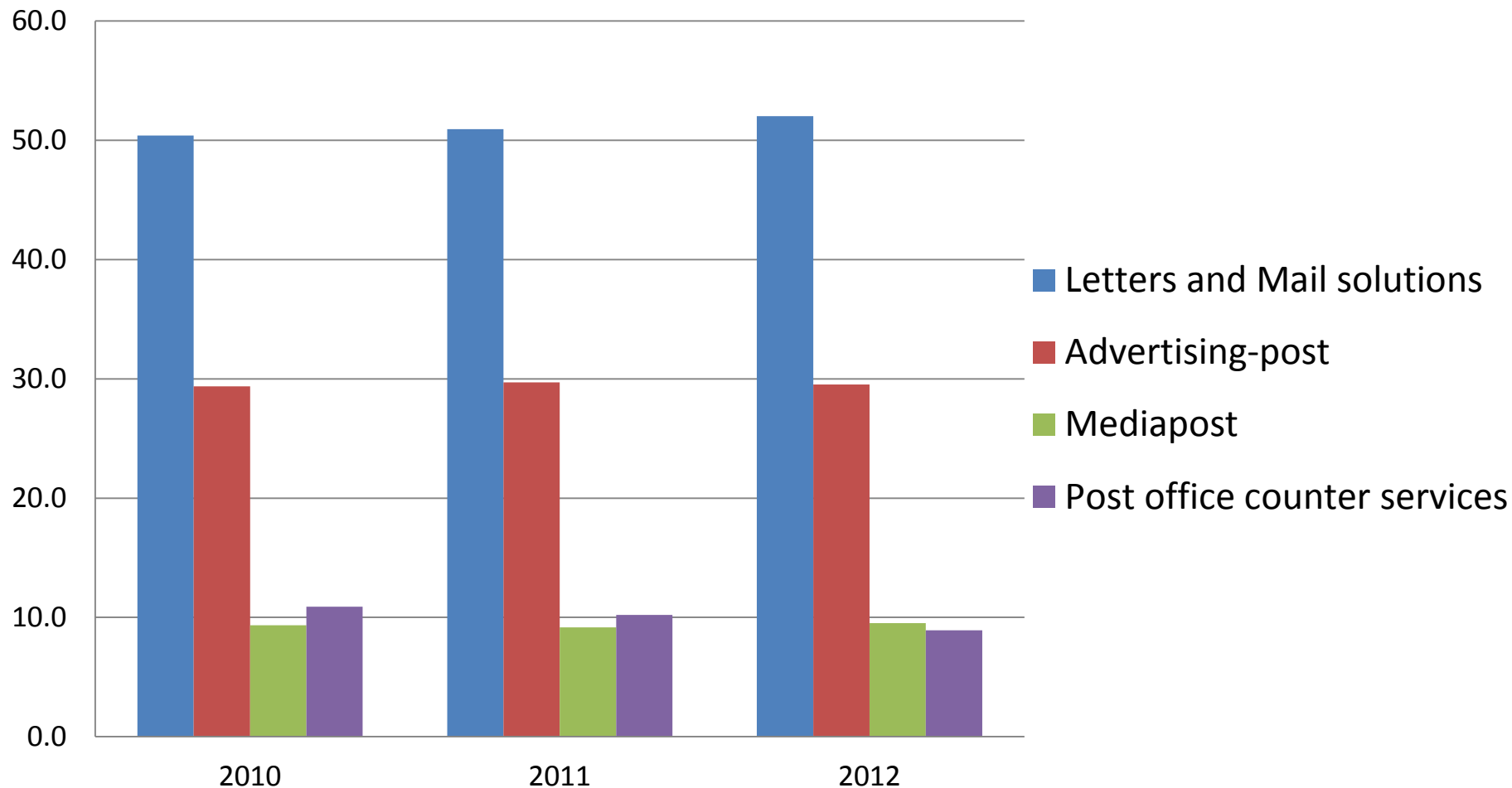
Fulfillment

Valuable related logistics

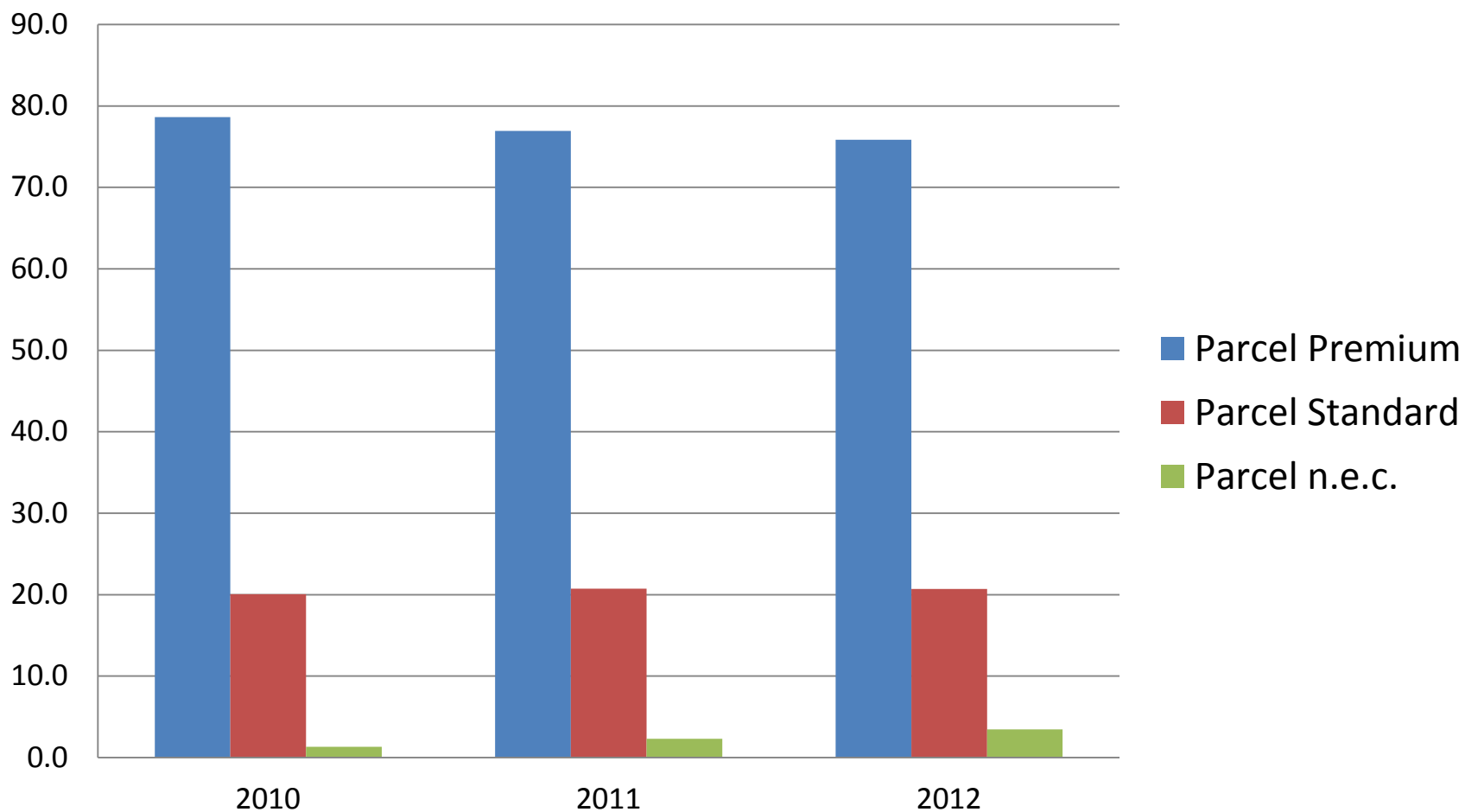
Share on turnover 2010 – 2012 in %



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Share on turnover 2010 – 2012 in %



POST AG

Per self-definition the Austrian Post AG offers services in the following areas:

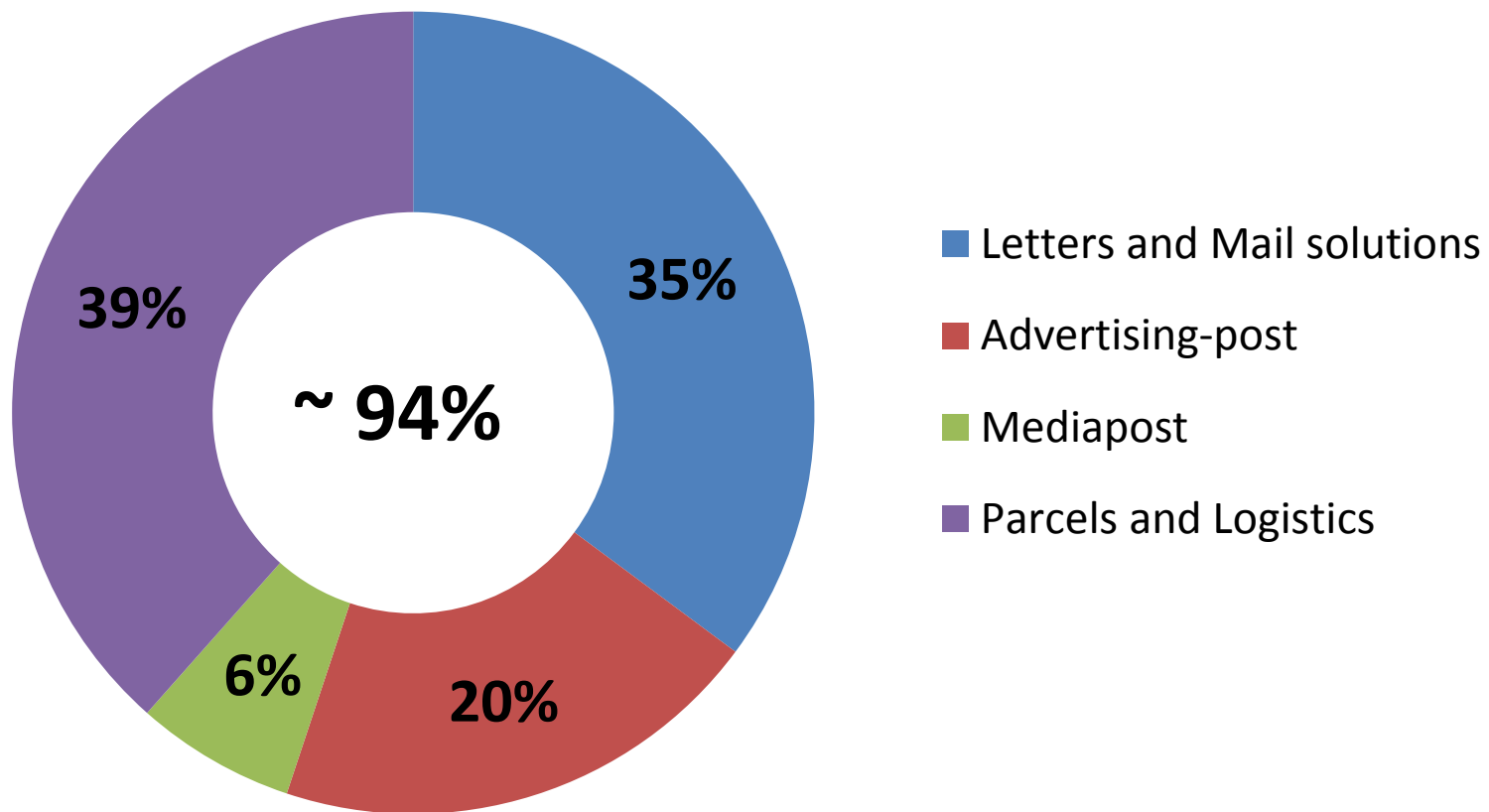
- Postal services according to the definitions of a national regulation in regard to the universal service obligation
- Parcel services
- Financial services
- Financial services according to post office saving banks
- Communications- and Information-technology services

STAT

Chosen service product groups for the SPPI (divided into further detailed subgroups)

- Letters and Mail solutions
- Parcels
- Advertising-post
- Mediapost

Turnover coverage of the index in 2012



Pros

- **Real transaction prices are surveyed**
- **Representative services (letters, parcels)**
- **Representative destinations or routes**
- **Various types of delivery speed**
- **Various types of delivery modes (e.g. cooled transport)**

Cons

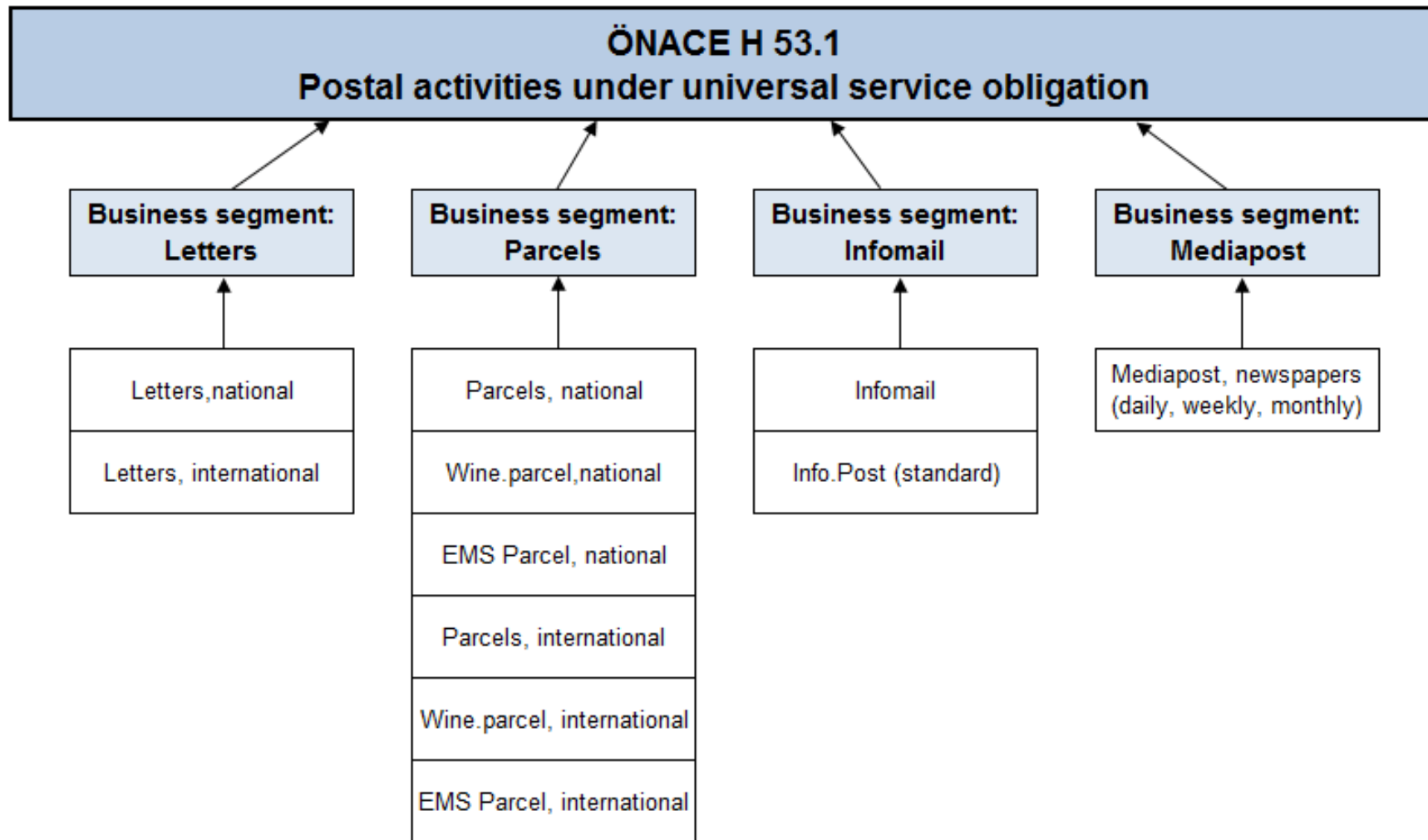
- **Remain constant quality for the services**
- **Get additional price information (discounts, surcharges)**
- **Burdensome for the respondent**

Pros

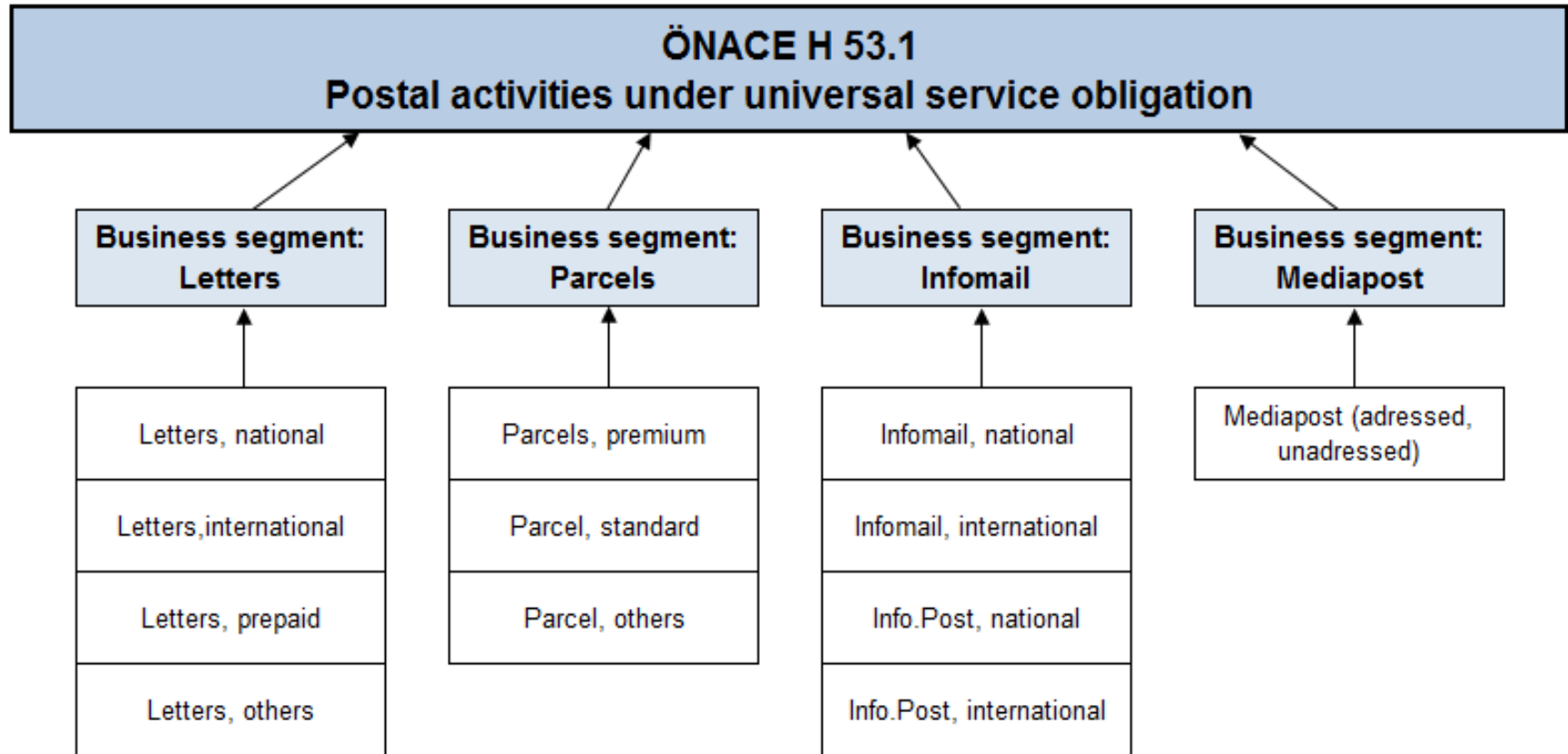
- **Provision of turnover and quantity data**
- **Delivered by the accounting system of the enterprises**
- **Not so burdensome**
- **Discounts are already incorporated**
- **Probably collected by national/international authorities**

Cons

- **Advisable for homogeneous groups of service products**



Index Aggregation Structure: Unit Values



- Index is not published due to secrecy reasons
- Index is based on list prices
- New national regulation
- Respondent partly cooperative
- Detailed unit values according to our current aggregation scheme
- 2015: A new hope (*„may the Austrian Post AG be with us“*)

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Thank you!

Questions?