



AUTORITÀ PER LE
GARANZIE NELLE
COMUNICAZIONI

Alternate day delivery in Italy



Legal framework

European Postal Service Directive

«The universal service is guaranteed not less than five working days a week, save in circumstances or geographical conditions deemed exceptional»

National legislation

- The Italian national law provides for collection and distribution on alternate days in case of exceptional infrastructural or geographical circumstances, in areas with a population density no lower than 200 inhabitants/km² and up to a maximum of 25% of the national population. (Legislative Decree no. 261/1999 fixed the maximum threshold equal to 12.5% of national population, the Italian 2015 Stability Law raised the threshold to 25% of national population).

AGCOM's decision

After having received PI's proposal for alternate day delivery and after a public consultation (with postal operators, editors' associations and more than 130 municipalities), AGCOM adopted the decision n. 395/15/CONS, authorizing and regulating the implementation of alternate day delivery.

The new delivery regime is applied through the collection from mailboxes and the distribution according to the following schedule

- Monday Wednesday Friday
- Tuesday Thursday

Exceptional infrastructural or geographical circumstances

The exceptional circumstances under which alternate delivery is authorized include the municipalities with a population lower than 30,000 inhabitants, where the following criteria are cumulatively met:

- average distance between delivery addresses (horizontal density of delivery points) > 81.7 meters;
- average number of recipients per civic number (vertical density of delivery points) < 1.4 ;
- percentage of business customers $< 8\%$ of total customers.

Using the above criteria, the number of users potentially affected by alternate delivery amount to 23.7% of the national population.

Editorial products

- To meet the needs of subscribers to daily newspapers and/or weekly magazines delivered by mail, AGCOM asked PI to submit a commercial proposal aimed at ensuring the distribution of daily newspapers and weekly publications in the areas affected by alternate day delivery.

Implementation by steps

According to Agcom's decision, PI had to implement alternate day delivery in the three steps:

- October 2015, 0.6% of the national population impacted
- April 2016, 12.5% of the national population impacted
- February 2017, 23% of the national population impacted

Prior to each step, PI should provide AGCOM with detailed information on savings actually made.

During the implementation stages, AGCOM has the power to adopt corrective measures to assess any critical issue regarding USO fruition (also by newspaper subscribers) or the fulfillment of expected cost savings.

Actual Implementation

Alternate day delivery began in October 2015 and has not yet been completed. The implementation was divided into the following steps:

- first stage: 1 October - November 2015, covered 255 municipalities and affected the 0.6% of the national population;
- second stage – April - December 2016, involved 2374 municipalities. Combined with the first stage: 11,5% of the national population;
- third stage: November 2017 and is still ongoing. Should involve 2496 additional municipalities. At the end of the this phase the population involved will be about 23.2% .

Monitoring report

Population served on alternate days at the end of 2017	11,5% of the national population
Savings in the municipalities served on alternate days	-18%
Customer complaints from people served on alternate days	8% of the total customer compliants
QoS in the municipalities served on alternate days	In line with the objectives

Thank you!