



# POSTAL & DELIVERY AT THE CROSSROAD OF NATIONS AND INDUSTRIES



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ЕЛЕКТРОНСКЕ КОМУНИКАЦИЈЕ  
И ПОШТАНСКЕ УСЛУГЕ

## The impact of digitalization on the concept of a universal service in network industries

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# Content



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- Phenomenon of US in line with UN Sustainable Development Goals
- Market evolution and and current challenges
- Possible further scenarios
- The role of European postal community in this process



# Potential action of global postal community as a support for 2030 UN SDGs



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## *Some of the UN SDGs*

- a) 8 – Good jobs and economic growth
- b) 9 - Industry innovation and infrastructure
- c) 11 - Sustainable cities and communities
- d) 17 - Partnership for the goals

## *Postal impact (UPU research)*

- Financial inclusion
- Digitalization
- Disaster risk management

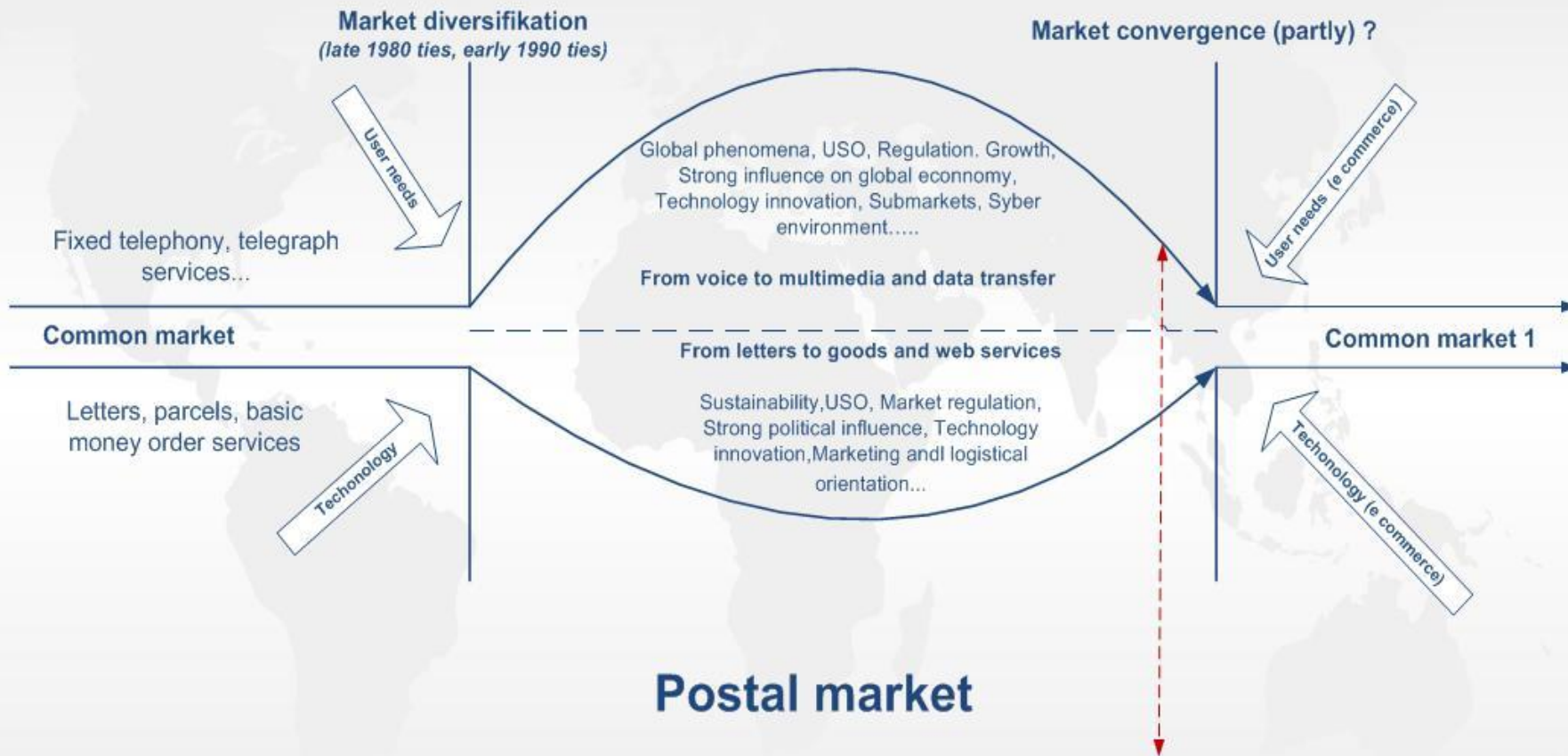
- **Economic growth** has on average been stronger in 2017 and 2018 than in the previous years - around 3.7% per year, potential global political uncertainty and economic tension in 2019 (*Source... IMF*)
- **E-commerce market**, which is currently valued at 2'842 billion USD and projected to grow by 21% in 2019. (*UPU statistics,... 2018 figures*)
- **The market of remittances** - Personal remittances (inflows) reached 624 billion USD in 2017, and expected to tally 689 billion for 2018 (*Source World Bank*).
- **Global Internet penetration** stood at 51.2% in 2018, up from 48.6% in 2017 (*Source ...ITU*)
- **The “decoupling”** of real Postal operating revenues to real GDP is a 21<sup>st</sup> century phenomenon (the gap between the two indices have widened from less than 1% in 2006 to 21.5% in 2017).



# Electronic communication market



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**Historical and current market trends**  
**(understanding of current situation)**

*Postal market vs. Electronic communication*

Where we are right now ???



## Possible further scenarios



- 1) To do nothing – leave concept to disappear or to only formally exist (not in line with UN SDG's)
- 2) Looking for some modification within the global postal market (to support existing UN SDG's)
- 3) Take into account trend of market convergence (Electronic Communication market) and looking for solution in cooperation between ITU and UPU
- 4) Looking for another alternative from the audience ???

## Formally/Legal

- Definition of “Universal Communication Service “
- Common Regional (EU ) legislative (more flexible)
- Scope - new approach (multidisciplinary oriented)
- Process of designation (consortium instead of single operator) ?
- Important question on national level but more market than politicaly oriented

## Regulatory/Operational

- Different service quality levels
- Competition in this area ?
- Integration of experiences and creation of new regulatory tools
- Need for new quality standards CEN/CENELEC
- New analytical tools for simulation of Regulatory Solutions

- To place this issue as one of the priority issues on a global level (UPU/ITU)
- To provide analytical and expert background as a support for discussion
- To coordinate possible European position on this topic with maximum necessary consensus
- To promote need for concept change and cooperation with the bodies from electronic communication area (ITU, CEPT Com ITU...)