

Press release

## UNIVERSAL POSTAL SERVICE

### Arcep publishes its opinion on universal postal service pricing in 2024

Paris, 27 July 2023

Arcep has issued its opinion on price changes in 2024 for mail and parcel delivery products that are part of the universal postal service.

#### First year of application for the Arcep price caps for 2024-2025

These changes correspond to the first year of application for the multiannual price caps that Arcep set for 2024-2025 in its Decision of 15 June 2023<sup>1</sup>. This Decision sets the nominal average annual increase for universal postal services at 17% for the period running from 2024 to 2025, and sets the nominal annual price increase for this period at 10%. It is up to La Poste to decide on how its prices will change, within the parameters of this price cap.

#### La Poste planned price changes are within the caps set by Arcep

The average 8.3% price increase that La Poste has planned for 2024 falls within this price cap. The increase also differs depending on the product (personal and small business mail, business mail, relational mail, direct marketing, registered mail, universal service parcels, universal service press items and international mail).

	2019	2020	2021	2022	2023 <sup>2</sup>	2024
Personal and SME mail	10.1%	10.3%	10.0%	8.1%		9.8%
Business mail	7.0%	5.8%	5.2%	5.2%		10.4%
Relational mail	2.3%	3.5%	3.9%	4.2%		7.1%
Direct marketing	1.8%	1.1%	1.4%	2.3%		5.2%
Registered mail	2.1%	1.6%	2.1%	3.6%		8.4%
Universal service parcels	1.4%	2.0%	3.9%	1.9%		5.6%
Other (US press, Services, International mail)	5.4%	6.1%	5.4%	5.9%		10.0%
<b>Total Universal Service</b>	<b>5.0%</b>	<b>5.0%</b>	<b>5.1%<sup>3</sup></b>	<b>4.9%</b>		<b>8.3%</b>
Change in economic volume	-8.0%	-18.8%	-2.1%	-7.2%	-10.7%	-10.7%
Inflation	1.1%	0.5%	1.6%	5.9%	5.4% <sup>4</sup>	2.4% <sup>4</sup>

At constant volume, this will increase households' basket from 33.01 euros in 2023 to 36.10 euros in 2024. Households' use of mail and parcel deliveries that are part of the universal postal service continues to decrease

<sup>1</sup> [Arcep Decision No. 2023-1298 of 15 June 2023](#)

<sup>2</sup> Because of changes to the universal postal service catalogue following La Poste's introduction of a new line of mail products on 1 January 2023, prices in 2023 cannot be compared to those that were in force in 2019-2022: average price increases by product line as of 1 January 2023 are not listed in this table.

<sup>3</sup> Factoring in the price increase for overseas parcels introduced on 6 April 2021

<sup>4</sup> Source: Banque de France (March 2023).

steadily, however, due to changing user behaviours and increasing prices. The combination of these two factors means the increase in households' basket should be equal to €32.49 in 2024.

### Associated documents

- [Arcep Opinion No. 2023-1562 18 July 2023 on the La Poste rate proposal received on 20 June 2023 for mail and parcel delivery products in Metropolitan France, in French overseas territories and internationally, that are part of the universal postal service](#)
- [Press release of 20 June 2023: Arcep sets the multiannual price caps for universal postal service products in 2024-2025](#)

### Arcep at a glance






The Regulatory Authority for Electronic Communications, Postal Affairs and Print Media Distribution (Arcep), a neutral and expert arbitrator with the status of independent administrative authority (IAA), is the architect and guardian of internet, fixed and mobile telecoms and postal networks in France.

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