Contents

List of sponsors vii
Preface and acknowledgements viii

1 Non-linear pricing, volume discounts and the USO under entry
   Michael A. Crew and Paul R. Kleindorfer 1

2 Price differentiation: what is acceptable for a universal service provider?
   Richard Eccles 18

3 Postal price regulation in a competitive environment
   Ralf Wojtek and Martin Zauner 32

4 Failure to implement the Postal Directive in the EU and EEA: public and
   private enforcement of state liability
   Alessandra Fratini and Mariacristina Bottino 46

5 Forecasting letter volumes: augmenting econometric baseline projections
   Vance L. Martin, Chris Paterson and Jessie Xiaokang Wang 60

6 Uncertainty and projections of the demand for mail
   Frédérique Fève, Jean-Pierre Florens, Leticia Veruete-McKay, Soterios Soteri
   and Frank Rodriguez 77

7 Do volume increases and decreases have the same effect on labor hours?
   Michael D. Bradley, Jeff Colvin and Mary K. Perkins 94

8 A panel data analysis of inefficiency and heterogeneity in the postal sector
   Catherine Caazals, Paul Dudley, Jean-Pierre Florens and Michael Jones 109

9 Affordability of postal services addressed to households
   Claire Borsenberger, Denis Joram and Lise Martin 124

10 Towards a 21st century postal service
    John C. Panzar 139

11 Privatization: could the benefits seen in other network industries be realized
    in postal industries?
    Stuart Holder and Helen Smith 150

12 The confluence of the postal sector with the Internet economy and regulation
    John Hearn 165
13 Allocating costs between universal services and services outside the scope of universal service
*Heikki Nikali, Kari Elkelä, Pekka Leskinen, Päivi Rokkanen and Peter Karlsson*

14 Price-cap regulation in the postal sector: single versus multiple baskets
*Claire Borsenberger, Sébastien Bréville, Helmut Cremer, Philippe De Donder and Denis Joram*

15 Optimal pricing of mail in the transactional market and welfare for the wider communications market
*Philippe De Donder, Helmut Cremer, Paul Dudley and Frank Rodriguez*

16 A market study of packets and parcels services
*Stephen Gibson and Nancy Race*

17 Defending mail markets against new entrants: an application of the defender model
*Christian Jaag, Helmut Dietl, Urs Trinkner and Oliver Fürst*

18 Liberalization and postal workers
*Henrik B. Okholm and Anna Möller*

19 Government use of the postal system: an ignored USO component
*Michael J. Ravnitzky and J.P. Klingenberg*

20 UPU terminal dues: winners and losers
*James I. Campbell Jr, Alex Kalevi Dieke and Martin Zauner*

21 On the use of reverse auctions to designate universal postal service providers
*Carlos Costa*

22 Priority and Non-Priority services: returning to the origins?
*Filipa Silva*

23 Understanding consumer preferences for paper and digital marketing channels
*Kari Elkelä*

24 Accounting for behavioral biases for non-biased demand estimations
*Meloria Meschi and Carla Pace*