

New Zealand

Current postal regulatory landscape

National legislation

- Name of the act/law/rule: Postal Services Act 1998
- Year of enactment: 1998
- Year of last amendment: 2022
- All the postal legislation in place (Conventions/Rules/Regulations, etc.):
 - Deed of Understanding – an agreement between NZ Post and the New Zealand government
 - Postal Services (Information Disclosure) Regulations 1998
 - Postal Services (Fees) Regulations 1998

Coordinating body for postal policies

- Name of the coordinating body/ministry/committee/agency: Ministry of Business, Innovation and Employment
- Functions: To ensure that the regulatory environment, including competition in postal services, supports an efficient postal market in New Zealand.
- Level (Ministry or other): ministry
- Website: www.mbie.govt.nz

Regulatory authority

- Name of the coordinating regulator: Ministry of Business, Innovation and Employment (MBIE): Communications Policy
- Area covered: New Zealand's postal market was opened to full competition in 1998. The MBIE is responsible for laws and regulations relating to postal services. The focus of New Zealand's postal policy is to ensure that the regulatory environment, including competition in postal services, supports an efficient postal market in New Zealand.

Licensing body

Name of the coordinating body/ministry/committee/agency: Ministry of Business, Innovation and Employment: Communications Policy

The Postal Services Act 1998 states that: "No person may commence or carry on business as a postal operator unless that person is registered under this Act."

Universal service obligations

The products/services covered under the universal service obligation:

- Standard letter, item that does not exceed:
 - i 260 mm in height; or
 - ii 385 mm in length; or
 - iii 20 mm in thickness; or
 - iv 1 kg in weight.

- Prescribed number of post offices: The Deed of Understanding stipulates that:
 - New Zealand Post shall maintain throughout New Zealand a network of at least 880 service points at which consumers can purchase basic postal services including, but not limited to, the purchase of postage for, and the acceptance of basic postal items, excluding bulk mail services.
 - The network of service points may be made up of a combination of outlets owned by New Zealand Post, service points hosted in other businesses and electronic self-service kiosks provided that the conversion of service points to self-service kiosks, and the deployment of self-service kiosks, shall not occur in rural and/or provincial areas at a rate that is disproportionate to the rate of conversion and/or deployment throughout the rest of New Zealand.
 - New Zealand Post shall, within the network referred to in clause 12 of this deed, maintain at least 240 service points where personal assistance is available to consumers for the purchase of Additional Postal Services. These points must be visually distinct and easily identifiable to consumers as New Zealand Post service points where personal assistance is available for additional postal services and bill payment services to the extent offered by New Zealand Post.
- Prescribed number of letter boxes: No
- Exceptions to universal service obligations: No
- Name of the universal service provider providing USO: New Zealand Post Limited, trading as NZ Post
- Status of the universal service provider providing USO: SOE

Financing of universal service obligations

Is there a well-defined procedure for financing the universal service provider: No

NZ Post, as a state-owned-enterprise, is expected to be a fully self-funding business.

Quality requirements

No mandate to maintain a minimum quality of service as per the national legislation.

Frequency of collection/delivery of postal services

- Frequency of collection of postal services: No
- Frequency of delivery of postal services:
 - Not less than three days per week to 99.88% of delivery points.
 - One day per week to the remainder of delivery points.
 - Five days per week to rural delivery points.
 - Five days per week to post office box and private bag delivery points.

Grievance redressal

Name of the body/organization designated for grievance redressal

No. In New Zealand, customers of registered postal operators may employ national legislation such as the Consumer Guarantees Act 1993 and the Fair-Trading Act 1986.

Reserved areas/Exclusive privilege

Price regulations

Is there a body that regulates the price of postal products and services in the country: No

Taxation

- Are postal products and services liable for taxation: Yes
- Type of tax applicable to postal products and services: GST
- Rate of tax: 15%
- Exceptions to this tax structure: international inbound direct access mail may be exempt, depending on the location of the sender and whether the sender has representation in New Zealand's market.

Cross-border regulations

- Are there clear regulations regarding the import and export of items through the postal channel: Yes
- List the authorities that are stakeholders in cross-border postal exchanges:
 - Ministry of Business, Innovation and Employment (MBIE)
 - New Zealand Customs Services (Customs) for border control for duties and taxes and physical security
 - Ministry for Primary Industries (MPI) for border control for biosecurity
 - Inland Revenue Department (IRD) for taxation purposes
 - Ministry of Foreign Affairs and Trade (MFAT) for UPU treaty ratification and FTA negotiation
 - Ministry of Health
 - Civil Aviation Authority (including AVSEC Aviation Security)
 - Ministry of Transport
- Threshold value regarding import duties: 1,000 NZD, excluding tobacco (noting that tobacco is prohibited in the postal channel) and alcohol.
- Threshold value regarding VAT: Refer to the following web page for extensive information: www.ird.govt.nz/gst/gst-for-overseas-businesses/gst-on-low-value-imported-goods/when-to-charge-gst-on-low-value-imported-goods
- Is there any national legislation mandating Electronic Advance Data for cross-border transfer of items: No. However, as the designated operator for New Zealand, NZ Post is bound by an MoU with the New Zealand Customs Service.