



**CONSUMERS ASSOCIATION OF SINGAPORE**

**新加坡消费者协会**

செய்து பயனாளர்கள் தொடர்பு

**PERSATUAN PENGGUNA-PENGGUNA SINGAPURA**

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Your Ref. : pls advise

Our Ref. : misc/rachel

22 September 2006

Infocomm Development Authority of Singapore  
8 Temasek Boulevard  
#14-00 Suntec Tower 3  
Singapore 038988

Attn. : Mr Andrew Haire  
Assistant Director-General (Telecoms)

Dear Sir

**PUBLIC CONSULTATION ON FURTHER LIBERALISATION OF THE  
POSTAL SERVICES SECTOR IN SINGAPORE**

Thank you for your letter dated 21 August 2006.

Our responses are as follows:

***1. Whether the Basic Mail Services market should be liberalised?***

We agree that the Basic Mail Service should be liberalised with certain level of control to ensure quality, availability and service.

***2. What are the potential benefits to consumers and businesses in liberalising the Basic Mail Services market?***

Consumers and businesses can choose their service provider. With competition, operators may provide better service in terms of shorter delivery time and more personalised service, which can be important, for example, when a cheque payment is sent out late.

***3. If the Basic Mail Services market is to be liberalised, what should be the licensing and regulatory frameworks to be adopted?***

The authorities can still regulate by setting standards for the operators to follow. For example, mail to be delivered on a 6-day week, mail to be collected at least once a day, basic mails should be delivered within 2 days, etc. The authorities should monitor their



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performance on a periodic basis and ensure a level playing field for all operators. If left alone, operators may serve only the densely populated areas and leave out outlying areas like Punggol and Sengkang. Hence, it may be necessary to make all operators serve a combination of densely and sparsely populated areas (availability). Specific prices may be left to the individual operators but the authorities may want to set a ceiling to basic mail postal charges to make them affordable.

The measures to control junk mails should not be dismantled in the course of liberalising the basic mail service and in fact should be improved to ensure that new players in the market do not just concentrate on delivering junk mails. We are concerned that liberalisation could lead to the possibility of more junk mails being delivered to residents as vendors compete to increase their volume of delivery since more vendors would then have access to the letter boxes.

Yours faithfully,

Seah Seng Choon  
Executive Director  
Consumers Association of Singapore (CASE)