

## Anti-competitive behaviour in the mail market

Postcomm has wide-ranging powers to gather information and investigate complaints about anti-competitive behaviour in the mail market.

In practice, since Royal Mail is the dominant licensed operator in the postal sector – with a market share of more than 96% – it is most likely to be the focus of any investigation into anti-competitive behaviour.

Anti-competitive behaviour may involve the supply of services at prices or on terms that are unduly preferential, unduly discriminatory or unduly restrictive, or which are predatory or excessive. It may also involve obtaining an unfair commercial advantage over competitors, or refusing to supply access to postal facilities.

Postcomm can investigate Royal Mail for anti-competitive behaviour under Part 4 of the company's licence, and if we find that anti-competitive behaviour has occurred, we can take a range of actions, including:

- Agreeing **undertakings** with Royal Mail to ensure it takes steps to resolve any situation where anti-competitive behaviour has arisen or could arise.
- Issuing a **provisional or final enforcement order** instructing the company to deal with an anti-competitive situation.
- Imposing a **financial penalty** on Royal Mail.

Allegations of anti-competitive behaviour against other operators would be likely to fall within the scope of UK competition law and may be referred by Postcomm to the Office of Fair Trading.



## Useful links

- **[www.psc.gov.uk](http://www.psc.gov.uk)** – Postcomm’s website, for further information on all aspects of the postal market, including full details of current and completed investigations into anti-competitive behaviour
- **[www.offt.gov.uk](http://www.offt.gov.uk)** - website for the Office of Fair Trading

Please contact Postcomm for a full list of titles available in this series of factsheets.

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Postcomm is the independent regulator for postal services in the UK. This is one of a series of fact sheets designed to provide background information on key issues in the postal services sector. Contact us at 6 Hercules Road, London, SE1 7DB. **Tel** 020 7593 2100, **Email** [info@psc.gov.uk](mailto:info@psc.gov.uk)

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