

# *Report*

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Terms and Conditions and Rates  
for Large Volume Mail and Mail  
Consolidation on the Letters Market



Bundesnetzagentur

# **Terms and Conditions and Rates for Large Volume Mail and Mail Consolidation on the Letters Market**

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## Summary

The complete Deutsche Post AG (DP AG) conveyance service chain extends from accepting a letter-post item from the sender to handing the item over to the addressee. The part of the chain that is performed by DP AG is referred to as an access service. Besides collecting, forwarding and delivering, the access service can also include the sorting of mail items.<sup>1</sup>

The services performed by contracting parties to make letter-post items ready for access services are referred to as upstream services or, in the postal sector, access service-relevant work by other providers. Letter-post items can be dropped off by contracting parties at either an outward mail centre (for delivery nationwide) or an inward mail centre (for delivery within the mail centre's routing region).<sup>2</sup> The breakdown of the transport chain as a whole into access and upstream services is shown in the figure below.

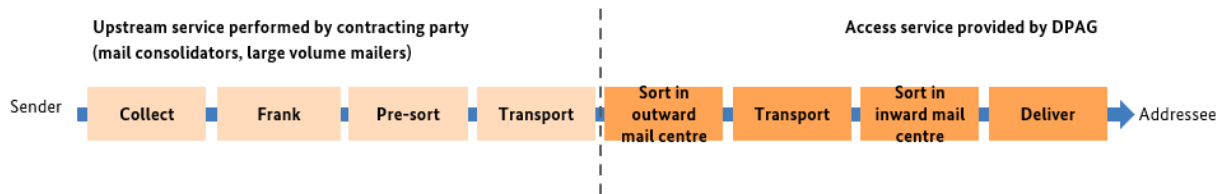


Figure 1: Example of outward mail centre access service

Large volume mailers and mail consolidators that drop off mail items ready for access services with DP AG receive a quantity-based refund from DP AG on the respective postage rate. The refund rate is calculated as the difference between the letter postage and the respective access service rate approved in the Bundesnetzagentur decision (BK5-24/015) of 29 April 2025.<sup>3</sup> The following table lists the approved access service rates valid for large volume mail and mail consolidation when handing over volumes eligible for the maximum refund as from 1 January 2025.

<sup>1</sup> See Cologne Administrative Court, 1 December 2015 – 22 K 3555/14

<sup>2</sup> See General Terms and Conditions of Deutsche Post for Access Services for the Conveyance of Letters for Commercial Consolidation (General Terms and Conditions for Letter Access Services)

<sup>3</sup> The rates were provisionally ordered with decision BK5-24/015 of 11 December 2024. The provisional order was revoked by decision BK5-24/015 of 29 April 2025 and the rates were approved with effect until 31 December 2026.

**Access service rates for large volume mail and mail consolidation in 2025 at maximum refund**

	Postage	"Basic access service rates"		"Access service rates with ID discount"		"D+1 access service rates"	
		Outward mail centre	Inward mail centre	Outward mail centre	Inward mail centre	Outward mail centre	Inward mail centre
Standard letter	€0.950	€0.532	€0.504	€0.504	€0.475	€0.551	€0.523
Compact letter	€1.100	€0.704	€0.671	€0.671	€0.638	€0.726	€0.693
Large letter	€1.800	€1.224	€1.170	€1.170	€1.116	€1.260	€1.206
Maxi letter	€2.900	€2.146	€2.059	€2.059	€1.972	€2.204	€2.117
Postcard	€0.950	€0.532	€0.504	€0.504	€0.475	€0.551	€0.523

Figure 2: Access service rates for large volume mail and mail consolidation in 2025 at maximum refund

The special feature of the market for letter-post items is that DP AG, the operator of the nationwide postal network, also offers letter mail consolidation on the postal market. As an example, the following figure shows the consolidation and franking rates (option 1) and fixed rates (option 2) for outward mail centre drop-offs for DP AG's own subsidiary Deutsche Post InHaus Services GmbH (DP IHS).

**Average rates for DP IHS in 2025**

	Option 1		Option 2
	Consolidation rate	Franking rate	Fixed price
Standard letter outward mail centre	€ 0.038	€ 0.028	€ 0.598
Compact letter outward mail centre	€ 0.042	€ 0.029	€ 0.790
Large letter outward mail centre	€ 0.089	€ 0.069	€ 1.371
Maxi Letter outward mail centre	€ 0.175	€ 0.117	€ 2.575
Postcard outward mail centre	-		

Figure 3: Average rates for DP IHS in 2025

In addition to access services in connection with basic products, DP AG also offers contracts for access services for the Dialogpost product and for goods consignments. Dialogpost is for mail items consisting solely of advertising content, eg mail-outs with free samples, promotions or customer magazines. Dialogpost dispatches are in decline overall. The volume of Dialogpost has fallen by 32.52% since 2016. Customers and mail consolidators can drop off Dialogpost mail items ready for access services at DP AG bulk mail acceptance offices in inward mail centres. The basis for this is formed by the General Terms and Conditions for Dialogpost Inward Mail Centre Customer Access Services, the General Terms and Conditions for Dialogpost Inward Mail Centre Consolidation Access Services and the General Terms and Conditions for Brief National, the Produkte und Preise (Products and Prices) brochure and the National Dialogpost brochure.

The postage rate for Dialogpost is dependent on the item weight. Under some circumstances, further discounts are possible in addition to the refunds granted under access service contracts. Besides a minimum volume of 5,000 items, the production of bundles, containers or pallets is required for this. The postage rate

(regular and discounted) for Dialogpost and the maximum access service rate when using contracts for inward mail centre Dialogpost access services and Dialogpost cooperation are shown in the figure below.

Postage/access service rates per Dialogpost mail item						
	Dialogpost regular	Dialogpost regular discounted	Dialogpost access service rate contracts (inward mail centre customer and commercial consolidation)	Dialogpost access service rate contracts (inward mail centre customer and commercial consolidation)--discounted	Access service rate for Dialogpost cooperation agreement	
<b>Card*</b>	€0.34	€0.33	€0.33	€0.32	€0.25	
<b>Standard</b>						
0-20 g	€0.36	€0.35	€0.35	€0.33	€0.26	
21-50 g	€0.41	€0.39	€0.40	€0.38	€0.30	
<b>Large</b>						
0-50 g	€0.52	€0.50	€0.50	€0.48	€0.38	
51-100 g	€0.65	€0.62	€0.63	€0.60	€0.48	
101-250 g	€0.80	€0.77	€0.78	€0.74	€0.59	
251-500 g	€0.91	€0.87	€0.88	€0.85	€0.67	
501-1000 g	€1.07	€1.03	€1.04	€1.00	€0.78	
<b>Surcharges</b>						
Production surcharge	€0.05		€0.05			
EASY (small volumes from 500 to 4,999)	€0.18		€0.017			
Seasonal surcharge from 1 September to 31 December	€0.01					

Source: DP AG, Dialogpost brochure + Bundesnetzagentur

\* Price based on card size and weight (maximum 500 g/m<sup>3</sup>)

Figure 4: Postage and access service rates per Dialogpost mail item

Goods consignments are addressed mail items containing goods with or without commercial value and weighing no more than 2 kg. The length and width dimensions of the goods may not exceed the DIN C4 format and the maximum height is 5 cm. The access service product “goods consignment” has been provided to access beneficiaries by DP AG since 1 July 2025. The product features two offerings: outward mail centre goods consignment and inward mail centre goods consignment. The outward mail centre goods consignment requires drop-off in an outward mail centre and pre-sorting of mail items in containers by routing region. With inward mail centre goods consignments, the mail items are delivered to an inward mail centre and pre-sorted to this inward mail centre’s routing region. They are provided on the basis of the general terms and conditions for goods consignment access services, the general terms and conditions for Brief National and the services and prices brochure.

The postage rate for goods consignments depends on the weight of the mail item. The postage rate and the access service rate when using contracts for goods consignment access services are shown in the figure below.

Postage/access service rates per goods consignment			
	Regular postage rates for goods consignments	Access service rate for outward mail centre goods consignment	Access service rate for inward mail centre goods consignment
<b>Standard</b>			
up to 1000 g	€2.7000	€2.3436	€1.8179
1,000 g to 2,000 g*	€3.5500	€3.1236	€2.4179

Source: DP AG + Bundesnetzagentur

\*Regular weight surcharge €0.85, outward mail centre weight surcharge €0.78, inward mail centre weight surcharge €0.60.

Figure 5: Access service rate for goods consignments

# 1 Introduction

Mail volume on the letters market consists of private and business mail. Under certain circumstances, business mail consignors can drop off their mail items directly at DP AG or other postal distribution services themselves either as large volume mailers or through a service provider, referred to as a mail consolidator. Because only part of DP AG's network is used in these cases, this is referred to as access mail. As far as the Bundesnetzagentur is aware, the most significant share of mail volume is generated by access mail. In 2022, 8bn access mail items in total were entrusted to DP AG, 1.09bn of which from competitors (13.64%).<sup>4</sup> Revenue from access mail totalled €4.195bn in 2022.<sup>5</sup> By contrast, private mail plays only a secondary role within the total mail volume on the letters market. In 2022 a total of 11.93bn mail items<sup>6</sup> were conveyed in the licensed letters sector, 6% of which were private customers<sup>7</sup>.

Given the significance of access mail for the letters market, the Bundesnetzagentur publishes a report periodically on the terms and conditions and rates for large volume mail and mail consolidation; the first report was published in 2019. The aim of the report is to achieve greater transparency of the terms and conditions and the rates for access mail. It shows the current rates, the terms and conditions for preparing basic DP AG products for access services and the structures and market players in the business customer segment. This report contains the changes to DP AG's access service offerings and updates of all figures for 2025.

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<sup>4</sup> Bundesnetzagentur (2023); 2022/2023 Post Activity Report, page 14

<sup>5</sup> Bundesnetzagentur (2023); 2022/2023 Post Activity Report, page 15, figure 7

<sup>6</sup> Bundesnetzagentur (2023); 2022/2023 Post Activity Report, page 12, figure 3

<sup>7</sup> Bundesnetzagentur (2023); 2022/2023 Post Activity Report, page 18, figure 10

## 2 Network access on the letters market

As the market-dominant postal service provider, DP AG is required to offer network access for its competitors in the field of postal services subject to licence. The term “network” can be used to refer to physical network infrastructure or service networks. In the postal sector the physical component is limited to the network hubs and in particular to the mail centres. The hubs are connected by service structures, as a result of which the postal sector is less capital-intensive and more personnel-intensive compared to the telecommunications, energy and railway sectors. Personnel (eg for transport and delivery) is therefore a crucial element for a postal company.

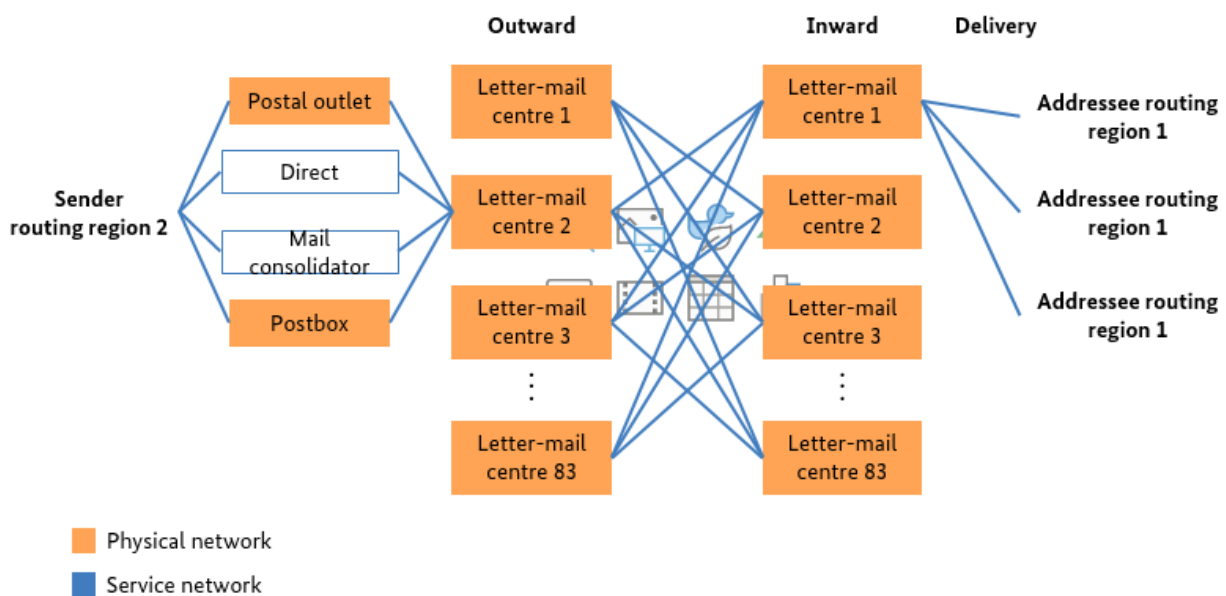


Figure 6: Network structure in the postal sector

Competition with DP AG can take two forms: firstly, there is the establishment of a parallel network (end-to-end competition) and, secondly, there is the partial use of DP AG's network (network access competition). Partial use of DP AG's network is when mail items are dropped off directly at the mail centre, and thus both DP AG's physical network and its service network are utilised from the mail centre onwards. In this scenario DP AG does not have to collect the mail items deposited in collection boxes or brought to postal outlets. DP AG is also spared the stages of the process that entail bringing the mail items to the mail centre.

In terms of end-to-end competition, there are two associations of regional and national postal service providers in Germany that cooperate to run a network parallel to DP AG's network. The association of different regional companies is intended to ensure the possibility of national delivery independent of DP AG's network. The individual postal service providers consolidate the mail items from their customers and ensure delivery within their regions. Through their cooperative network, the individual postal service providers can utilise the services of other cooperation partners and offer delivery beyond their own regions. Such cooperative networks are offered in Germany by mail alliance and P2 Die zweite Post.

The mail alliance cooperative network was founded in early 2010.<sup>8</sup> It is operated by mailworXs GmbH in Würzburg, is supported by five shareholders and has private delivery operations with around 55,000 mail carriers in total.

The P2 Die zweite Post cooperative network consists of regional postal services and has been operating on the postal market since 2008.<sup>9</sup> It has three main hubs (Stuttgart, Chemnitz and Biebesheim/Rhein). The P2 network companies have a total of more than 50,000 customers. The Bundesnetzagentur does not have information on how many mail items from the total volume are distributed or delivered through the cooperative network.

The second form of competition, network access competition, plays a special role because there is to date no other postal service provider that operates a nationwide alternative network to that of DP AG. While DP AG's competitors can achieve a significantly greater density of delivery by working together, nationally they are still dependent on access to the DP AG network to enable full coverage for their customers, and they are thus not entirely independent.

The dual functions of operators are characteristic of network access competition. For its personal customers the postal service provider is a competitor to DP AG but at the same time the provider is itself a customer of the dominant company; after performing its own services it uses a part of DP AG's overall network and thus DP AG's overall conveyance service (referred to as access service, see Chapter 3). DP AG's competitors no longer have to rely on DP AG's conveyance service as an end-to-end product, but they are still able to offer their customers nationwide delivery.

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<sup>8</sup> Information on the cooperative network is taken from the website [www.mailalliance.net](http://www.mailalliance.net).

<sup>9</sup> Information on the cooperative network is taken from the website [www.die-zweite-post.de](http://www.die-zweite-post.de)

### 3 Access services for basic DP AG products

The complete DP AG conveyance service chain extends from accepting a letter-post item from the sender to handing the item over to the addressee. An access service within the meaning of the German Postal Act (PostG) is any part of a postal service provider's transport chain that can be performed separately.<sup>10</sup> The component of the entire conveyance service less the consignor's own conveyance service is referred to as an access service. Besides collecting, forwarding and delivering, the access service can also include the sorting of mail items.<sup>11</sup> The services performed by the contracting party to prepare mail items for access services are referred to as upstream services. This can include franking, pre-sorting, numbering and the dropping off of mail items in the mail centre. Mail items can be dropped off by the contracting party at either an outward mail centre for delivery nationwide or an inward mail centre for delivery within the mail centre's routing region.<sup>12</sup>

The breakdown of the transport chain as a whole into access and upstream services is shown in the figure below.

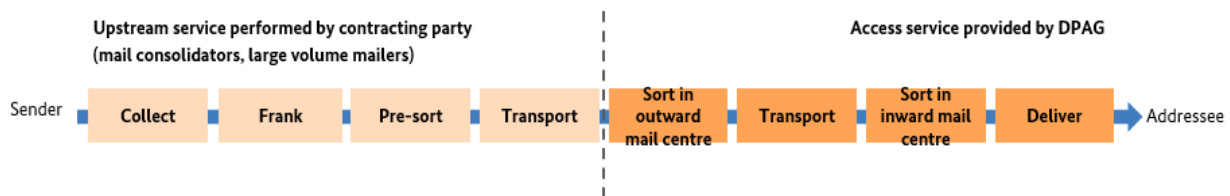


Figure 7: Example of outward mail centre access service

Besides private customers, DP AG's network is used by business customers as well. Business customers can be divided into large volume mailers, small volume mailers and mail consolidators. Large volume mailers (eg insurance companies) have high mailing volumes and can therefore enter into contractual agreements for access services with DP AG directly. Companies with small mailing volumes (small volume mailers) without the minimum volume necessary for an access service agreement can use a mail consolidator. The mail consolidator collates mail items from its customers and, in turn, drops these off with DP AG as a large volume mailer for access services. Large volume mailers and mail consolidators must pay a quantity-based rate (access service rate) to DP AG for its access services. The difference between the postage rate and the access service rate is a quantity-based refund on the postage charge. This can be achieved through upstream services performed by the large volume mailers and mail consolidators. The system of rates for access services is described in more detail in Chapter 4.

The new PostG entered into force on 19 July 2024. In derogation of the old PostG, new products were added to the price cap regulation and are therefore subject to rates approval by the Bundesnetzagentur in the new legal situation. This newly introduced approval requirement also includes the charges for access services, ie the access service rates must comply with the benchmarks set by the Bundesnetzagentur (see decision BK5-

<sup>10</sup> See German Federal Administrative Court, 20 May 2009 – 6 C 14.08; Higher Administrative Court, 22 January 2008 – 13 A 4362/00; Cologne Administrative Court, 1 December 2015 – 22 K 3555-14

<sup>11</sup> See Cologne Administrative Court, 1 December 2015 – 22 K 3555/14

<sup>12</sup> See General Terms and Conditions of Deutsche Post for Access Services for the Conveyance of Letters for Commercial Consolidation (General Terms and Conditions for Letter Access Services)

24/003 for price cap regulation as from 1 January 2025) and be submitted to the Bundesnetzagentur for approval. With its decision BK5-24/015 of 29 April 2025, the Bundesnetzagentur approved the access service rates submitted by DP AG for approval for the period from 1 January 2025 (see “Annex 2, Rates Basket 2”).<sup>13</sup> These rates are net rates within the meaning of the VAT Act. By contrast, until the PostG was amended, the determination of the refund rates and thus the access service rates (under the general rules set out in section 20 of the old PostG in force at the time) was subject to DP AG’s business decision.

The delivery targets for the universal service were also adjusted as part of the new PostG. Under section 18 PostG, universal service providers must deliver on average over the year at least 95% of domestic letters posted on a working day by the third working day after posting (D+3) and 99% by the fourth working day (D+4).

Due to these changed requirements, DP AG has also adjusted its terms in the access mail sector. Unless a shorter duration (D+1) for urgent mail items is agreed with the customer, DP AG offers a standard flexible delivery speed of D+1 to 2 for access mail items. According to DP AG, delivery of items with D+1 to 2 delivery speeds is reliably made on the second working day (D+2 around 90% of the time) and around 45% of mail items are delivered on the next working day (D+1).<sup>14</sup> Because a delivery speed of D+1 was offered as a standard delivery time until the law was changed, the current access service rates and the respective possible refunds for the outward/inward mail centre access services cannot be compared directly with the values from the past. Further details on the possible refunds can be found in Chapter 3.3, and Chapter 4 contains information on the system of rates and comparability of access service rates.

For the outward mail centre access service example (see BK5-24/15, Annex 2, “Basic access services for outward mail centres”), the access service rates of DP AG applicable from 1 January 2025 can be found in the following figure:

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<sup>13</sup> The rates were provisionally ordered with decision BK5-24/015 of 11 December 2024. The provisional order was revoked by decision BK5-24/015 of 29 April 2025 and the rates were approved with effect until 31 December 2026.

<sup>14</sup> [Access services Letter| Deutsche Post](#)

**Access service rates as from 1 January 2025**

<b>Basic access service rates for outward mail centre customer letter/consolidation letter</b>					
<b>Minimum number of mail items per drop-off</b>	<b>Standard letter (€)</b>	<b>Compact letter (€)</b>	<b>Large letter (€)</b>	<b>Maxi letter (€)</b>	<b>Postcard (€)</b>
from 500 to 1,000 mail items	-	-	€1.476	€2.552	-
from 1,001 to 2,000 mail items	-	-	€1.422	€2.494	-
from 2,001 to 3,000 mail items	-	-	€1.368	€2.378	-
from 3,001 to 4,000 mail items	-	-	€1.296	€2.262	-
upwards of 4,001 mail items	-	-	€1.224	€2.146	-
from 5,000 to 10,000 mail items	€0.656	€0.847	€1.224	€2.146	€0.656
from 10,001 to 15,000 mail items	€0.637	€0.814	€1.224	€2.146	€0.637
from 15,001 to 20,000 mail items	€0.599	€0.781	€1.224	€2.146	€0.599
from 20,001 to 25,000 mail items	€0.570	€0.737	€1.224	€2.146	€0.570
upwards of 25,001 mail items	€0.532	€0.704	€1.224	€2.146	€0.532

Figure 8: Basic access service rates for drop-off at outward mail centre as from 1 January 2025

When mail items are dropped off at the inward mail centre, the outward mail centre services and the necessary transport between mail centres are not utilised. There is no sorting of the outgoing items because the letter-post items are already in the addressee's target region. DP AG's access service rates approved for inward mail centre drop-off are therefore below the access service rates for outward mail centre drop-off. The possible refunds are correspondingly higher for inward mail centre drop-off than for outward mail centre drop-off.

For the inward mail centre access service example (see BK5-24/15, Annex 2, "Basic access services for inward mail centres"), the access service rates of DP AG applicable from 1 January 2025 can be found in the following figure:

**Access service rates as from 1 January 2025**

<b>Basic access service rates for inward mail centre customer letter/consolidation letter</b>					
<b>Minimum number of mail items per drop-off</b>	<b>Standard letter (€)</b>	<b>Compact letter (€)</b>	<b>Large letter (€)</b>	<b>Maxi letter (€)</b>	<b>Postcard (€)</b>
upwards of 100 mail items			€1.170	€2.059	
upwards of 250 mail items	€0.504	€0.671	€1.170	€2.059	€0.504

Figure 9: Basic access service rates for drop-off at inward mail centre as from 1 January 2025

Large volume mailers and mail consolidators can enter into contracts with DP AG as set out in section 54(1) PostG. These contracts set out the upstream services to be performed by the large volume mailer or mail consolidator to prepare mail items for access services, the requirements for the franking of letter-post items, the rules for franking and the exact refund rules.

DP AG offers large volume mailers and mail consolidators 12 different contracts/agreements and additional agreements for access services. As from 1 January 2023 the DP AG stopped offering the contract for the performance of infrastructure services, which was introduced in 2018 and in 2022 included a 5% refund for performing certain upstream services (infrastructure services) in the area of franking.<sup>15</sup> One of the required upstream services was the electronic advance notice of each drop-off of franked letter-post items in DP AG's order management system. This is an interactive platform offering DP AG business customers the opportunity to enter and retrieve information about dropped off mail items.<sup>16</sup> Letter-post items also had to be franked using a certain layout. Since 1 January 2023 refunds for franking services have been included in contracts for outward/inward mail centre customer letter access services and in contracts for outward/inward mail centre commercial consolidation letter access services. The contracts for Dialogpost are described in more detail in Chapter 7. With regard to systems and amounts, access service rates are the same for mail consolidators and large volume mailers. However, there are differences between large volume mailers and mail consolidators in terms of the conditions to be met to prepare mail items for access services, such as affixing a mail consolidator code. None of these contracts have a fixed duration and DP AG's contracting partners are not required to utilise the contract or to make drop-offs. It is not apparent from the contracts submitted to the Bundesnetzagentur whether or not the contracts entered into with DP AG are actively used. The number shown for individual contracts may therefore be higher than the number of contracts actually utilised. The Bundesnetzagentur is unable to filter out "unutilised" contracts until significant amendments are made to them. For this reason the information on the number of contracts presented here may differ from prior Bundesnetzagentur publications. The contracts offered by DP AG are listed below with a brief description of their content and terms and conditions.

### 3.1 Agreement on the IT franking of mail items

The agreement on the IT franking of mail items comprises the payment of postage for mail items and the billing of the postage charges using standard software or software created by the customer. The software created is approved by a DP AG specialist for IT franking. Besides the agreement itself, the basic requirements for utilising IT franking are sorting by postcode, the sequential numbering of mail items, the certification of the address layout and the franking mark with a matrix code in accordance with the rules of the brochure "Mail Items for Automated Systems" plus an average minimum mailing volume of 4,000 standard/2,000 compact mail items or 200 large and maxi items.<sup>17</sup> The mail items are dropped off at DP AG's bulk mail acceptance offices. In addition to being franked, mail items must also be sorted and numbered to qualify for a refund. The DP AG contracting party receives a refund of 1% of the current postage rate for the respective basic product.

The following figure provides an overview of the number of agreements on the IT franking of mail items entered into by DP AG and shows the respective refund using a standard letter as an example. The change in the refund from 2024 to 2025 is also shown.

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<sup>15</sup> For further information about the contract on infrastructure services see the 2022 report, Chapter 3.6.

<sup>16</sup> DP AG, Terms and Conditions for the Order Management function, 1 October 2022, available (in German) at [https://www.deutschepost.de/content/dam/dpag/images/E\\_e/Elektronisches%20Auftragsmanagement/dp-am-nutzungsbedingungen-funktion-am-de-102022.pdf](https://www.deutschepost.de/content/dam/dpag/images/E_e/Elektronisches%20Auftragsmanagement/dp-am-nutzungsbedingungen-funktion-am-de-102022.pdf)

<sup>17</sup> See IT franking: The advantages of a systematic approach, Information and notes on use. DP AG, March 2021

Number of contracts	Refund for the IT franking of mail items in 2024	Refund for the IT franking of mail items in 2025	Change
6,580	€0.009	€0.010	+ €0.001

Figure 10: Agreements on the IT franking of mail items (June 2025)

### 3.2 Contract for the use of a franking machine

Through a contract for the use of a franking machine, the DP AG customer acquires the right to frank letter-post items using a franking machine and receive a 1% refund.<sup>18</sup> Unlike for IT franking, the use of a franking machine requires a minimum sale of €200 per transaction per franking machine.<sup>19</sup> The mail items must be sorted and also separated into standard, compact or large and maxi mail items.<sup>20</sup>

The following figure provides an overview of the number of contracts for the use of a franking machine entered into by DP AG and shows the respective refund using a standard letter as an example. The change in the refund from 2024 to 2025 is also shown.

Number of contracts	Refund for the use of a franking machine in 2024	Refund for the use of a franking machine in 2025	Change
218,370	€0.009	€0.010	+ €0.001

Figure 11: Contracts for the use of a franking machine (June 2025)

### 3.3 Contract for outward/inward mail centre customer letter access services

Depending on their drop-off location, large volume mailers can enter into a contract for outward mail centre or inward mail centre access services. The contract enables large volume mailers – under certain conditions that must be complied with to prepare mail items for access services – to drop off letter-post items at DP AG.<sup>21</sup>

- **Pre-sorting and consecutive numbering**

The mail items must be pre-sorted according to the first two digits of the postcodes (routing region). The mail items must be consecutively numbered for each basic product (standard, compact, large, Maxi Letter) in an ascending numerical order.

- **Filling of letter mail trays**

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<sup>18</sup> See General Terms and Conditions of Deutsche Post AG for the Franking of Mail Items Using Franking Machines

<sup>19</sup> See DP AG, "Leistungen und Preise", 1 July 2021, page 41

<sup>20</sup> See General Terms and Conditions of Deutsche Post AG for the Franking of Mail Items Using Franking Machines

<sup>21</sup> General Terms and Conditions of Deutsche Post for Access Services for the Conveyance of Letters for Customers (General Terms and Conditions for Letter Access Services)

The letter-post items must be deposited in trays provided by DP AG. They must be separated into type of basic product and into type of franking. There are also rules on when a tray is considered full.

- **Franking of mail items**

The franking types "IT franking" and "franking using franking machines" are permitted. Customers can also frank items themselves in line with the necessary agreements with DP AG or they can utilise DP AG's franking service.<sup>22</sup>

- **Machine-readability and sender's address**

The letter-post items must be machine-readable and the customer must be identified as the sender on the envelope.

- **Minimum volumes**

The minimum volumes can vary according to the basic product and type of drop-off (outward/inward mail centre). The minimum volume for the outward mail centre drop-off of standard or compact letters and postcards is 5,000 mail items and 500 for large or Maxi Letter items. For inward mail centre drop-off, there is a minimum volume of 250 items for the basic products of standard or compact letters and postcards. The minimum volume of large and Maxi Letter items for inward mail centre drop-off is 100 mail items.

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<sup>22</sup> See Chapters 3.1 and 3.2.

- **Drop-off documents**

Large volume mailers must use a certain document for dropping off letter-post items. The current drop-off documents are provided by DP AG at [www.einlieferungslisten.de](http://www.einlieferungslisten.de). The number of tray carts handed over is confirmed by DP AG when accepting letter-post items.

- **Miscellaneous**

Letter-post items are typically accepted at agreed times. DP AG has no contractual obligation to adhere to certain delivery deadlines.

- **Refunds**

For each basic product the contract for outward/inward mail centre access services contains the quantity-based refund rates applicable at the time the access service contract was finalised for the access service-conform preparation of mail items. Even though under the new PostG, as described above, the access service rates are initially approved by the Bundesnetzagentur, DP AG continues to list the refund rates (difference between postage and access service rates) in the contracts for outward/inward mail centre access services. This is due to DP AG's billing practices. Because only the dropping off of items with full postage paid is provided for, a refund up to the amount of the postage charge for the actual quantity-based scale is invoiced subsequently. The requirements for the possible refunds are set out in the latest applicable version of DP AG's General Terms and Conditions for Letter Access Services. The refunds for the "Basic access service rates for outward/inward mail centres" (see BK5-24/15, Annex 2) are referred to by DP AG in its general terms and conditions as the basic access mail discount and can also be obtained through DP AG's order management without electronic notification of the access mail items. These refunds are based on a flexible delivery speed of D+1 to 2. A uniform refund rate is used in contracts for inward mail centre access services upwards of a required minimum volume. The refund rates applicable as from 1 January 2025 that are based on the access service rates approved by the Bundesnetzagentur ("Basic access service rates for outward/inward mail centres") are shown in the figures below. A refund is paid per drop off after deducting refunds already granted on the basis of agreed and implemented IT franking or franking using franking machines.

#### Refund rates as from 1 January 2025

Basic access service rates for outward mail centre customer letter/consolidation letter					
Minimum number of mail items per drop-off	Standard letter (%)	Compact letter (%)	Large letter (%)	Maxi letter (%)	Postcard (%)
from 500 to 1,000 mail items	-	-	18%	12%	-
from 1,001 to 2,000 mail items	-	-	21%	14%	-
from 2,001 to 3,000 mail items	-	-	24%	18%	-
from 3,001 to 4,000 mail items	-	-	28%	22%	-
upwards of 4,001 mail items	-	-	32%	26%	-
from 5,000 to 10,000 mail items	31%	23%	32%	26%	31%
from 10,001 to 15,000 mail items	33%	26%	32%	26%	33%
from 15,001 to 20,000 mail items	37%	29%	32%	26%	37%
from 20,001 to 25,000 mail items	40%	33%	32%	26%	40%
upwards of 25,001 mail items	44%	36%	32%	26%	44%

Figure 12: Refund rates for basis access services with outward mail centre drop-off as from 1 January 2025

**Refund rates as from 1 January 2025**

<b>Basic access service rates for inward mail centre customer letter/consolidation letter</b>					
<b>Minimum number of mail items per drop-off</b>	<b>Standard letter</b>	<b>Compact letter</b>	<b>Large letter</b>	<b>Maxi letter</b>	<b>Postcard</b>
	(%)	(%)	(%)	(%)	(%)
upwards of 100 mail items			35%	29%	
upwards of 250 mail items	47%	39%	35%	29%	47%

Figure 13: Refund rates for basic access services with inward mail centre drop-off as from 1 January 2025

The contract on inward/outward mail centre access services contains other refund options in addition to the basic access mail discount. ID access services refunds are also possible once the requirements for the basic access mail discount are met and the franking IDs of the access mail items are transmitted electronically through DP AG's order management no less than one hour before the planned drop-off. These refunds are currently 3% above the basic access mail discount. The possible ID access services" refunds are also based on the access service rates approved in the Bundesnetzagentur decision BK5-24/015 of 29 April 2025 (Annex 2, "ID access services for outward/inward mail centres"). The ID access services refunds are based on a flexible delivery speed of D+1 to 2. By using the order management system, upstream franking services are provided, so the ID access services refund can be considered a replacement for the infrastructure services refund that was available until the end of 2022.

The access service rates applicable from 1 January 2025 for the outward/inward mail centre ID access services are shown in the following figures:

**Access service rates as from 1 January 2025**

<b>Access service rates with ID discount for outward mail centre customer letter/consolidation letter</b>					
<b>Minimum number of mail items per drop-off</b>	<b>Standard letter</b>	<b>Compact letter</b>	<b>Large letter</b>	<b>Maxi letter</b>	<b>Postcard</b>
	(€)	(€)	(€)	(€)	(€)
from 500 to 1,000 mail items	-	-	€1.422	€2.465	-
from 1,001 to 2,000 mail items	-	-	€1.368	€2.407	-
from 2,001 to 3,000 mail items	-	-	€1.314	€2.291	-
from 3,001 to 4,000 mail items	-	-	€1.242	€2.175	-
upwards of 4,001 mail items	-	-	€1.170	€2.059	-
from 5,000 to 10,000 mail items	€0.627	€0.814	€1.170	€2.059	€0.627
from 10,001 to 15,000 mail items	€0.608	€0.781	€1.170	€2.059	€0.608
from 15,001 to 20,000 mail items	€0.570	€0.748	€1.170	€2.059	€0.570
from 20,001 to 25,000 mail items	€0.542	€0.704	€1.170	€2.059	€0.542
upwards of 25,001 mail items	€0.504	€0.671	€1.170	€2.059	€0.504

Figure 14: ID access service rates for drop-off at outward mail centre as from 1 January 2025

**Access service rates as from 1 January 2025**

<b>Access service rates with ID discount for inward mail centre customer letter/consolidation letter</b>					
<b>Minimum number of mail items per drop-off</b>	<b>Standard letter</b>	<b>Compact letter</b>	<b>Large letter</b>	<b>Maxi letter</b>	<b>Postcard</b>
	<b>(€)</b>	<b>(€)</b>	<b>(€)</b>	<b>(€)</b>	<b>(€)</b>
upwards of 100 mail items			€1.116	€1.972	
upwards of 250 mail items	€0.475	€0.638	€1.116	€1.972	€0.475

Figure 15: ID access service rates for drop-off at inward mail centre as from 1 January 2025

The refund rates for ID access services resulting from the approved access service rates are shown in the following two figures:

**Refund rates as from 1 January 2025**

<b>Access service rates with ID discount for outward mail centre customer letter/consolidation letter</b>					
<b>Minimum number of mail items per drop-off</b>	<b>Standard letter</b>	<b>Compact letter</b>	<b>Large letter</b>	<b>Maxi letter</b>	<b>Postcard</b>
	<b>(%)</b>	<b>(%)</b>	<b>(%)</b>	<b>(%)</b>	<b>(%)</b>
from 500 to 1,000 mail items	-	-	21%	15%	-
from 1,001 to 2,000 mail items	-	-	24%	17%	-
from 2,001 to 3,000 mail items	-	-	27%	21%	-
from 3,001 to 4,000 mail items	-	-	31%	25%	-
upwards of 4,001 mail items	-	-	35%	29%	-
from 5,000 to 10,000 mail items	34%	26%	35%	29%	34%
from 10,001 to 15,000 mail items	36%	29%	35%	29%	36%
from 15,001 to 20,000 mail items	40%	32%	35%	29%	40%
from 20,001 to 25,000 mail items	43%	36%	35%	29%	43%
upwards of 25,001 mail items	47%	39%	35%	29%	47%

Figure 16: Refund rates for ID access services with outward mail centre drop-off as from 1 January 2025

**Refund rates as from 1 January 2025**

<b>Access service rates with ID discount for inward mail centre customer letter/consolidation letter</b>					
<b>Minimum number of mail items per drop-off</b>	<b>Standard letter</b>	<b>Compact letter</b>	<b>Large letter</b>	<b>Maxi letter</b>	<b>Postcard</b>
	<b>(%)</b>	<b>(%)</b>	<b>(%)</b>	<b>(%)</b>	<b>(%)</b>
upwards of 100 mail items			38%	32%	
upwards of 250 mail items	50%	42%	38%	32%	50%

Figure 17: Refund rates for ID access services with inward mail centre drop-off as from 1 January 2025

If the customer wants a faster delivery speed of D+1 for urgent mail items, the option “D+1 access services” can be selected. The refunds achievable through this option are currently 2% below the refunds for basic access service rates. The refunds achievable for D+1 access services are based on the access service rates approved in the Bundesnetzagentur decision BK5-24/015 of 29 April 2025 (Annex 2, “D+1 access services for outward/inward mail centres”). The electronic transmission of the franking IDs is a necessary requirement for granting the D+1 access services refund. This means that a D+1 access service refund can only be provided for those mail items whose franking ID was electronically entered into the order management system.

The access service rates applicable from 1 January 2025 for the outward/inward mail centre D+1 access services are shown in the following figures:

#### Access service rates as from 1 January 2025

D+1 access service rates for outward mail centre customer letter/consolidation letter					
Minimum number of mail items per drop-off	Standard letter (€)	Compact letter (€)	Large letter (€)	Maxi letter (€)	Postcard (€)
from 500 to 1,000 mail items	–	–	€1.512	€2.610	–
from 1,001 to 2,000 mail items	–	–	€1.458	€2.552	–
from 2,001 to 3,000 mail items	–	–	€1.404	€2.436	–
from 3,001 to 4,000 mail items	–	–	€1.332	€2.320	–
upwards of 4,001 mail items	–	–	€1.260	€2.204	–
from 5,000 to 10,000 mail items	€0.675	€0.869	€1.260	€2.204	€0.675
from 10,001 to 15,000 mail items	€0.656	€0.836	€1.260	€2.204	€0.656
from 15,001 to 20,000 mail items	€0.618	€0.803	€1.260	€2.204	€0.618
from 20,001 to 25,000 mail items	€0.589	€0.759	€1.260	€2.204	€0.589
upwards of 25,001 mail items	€0.551	€0.726	€1.260	€2.204	€0.551

Figure 18: D+1 access service rates for drop-off at outward mail centre as from 1 January 2025

#### Access service rates as from 1 January 2025

D+1 access service rates for inward mail centre customer letter/consolidation letter					
Minimum number of mail items per drop-off	Standard letter (€)	Compact letter (€)	Large letter (€)	Maxi letter (€)	Postcard (€)
upwards of 100 mail items			€1.206	€2.117	
upwards of 250 mail items	€0.523	€0.693	€1.206	€2.117	€0.523

Figure 19: D+1 access service rates for drop-off at inward mail centre as from 1 January 2025

The refund rates for D+1 access services resulting from the approved access service rates are shown in the following two figures:

#### Refund rates as from 1 January 2025

D+1 access service rates for outward mail centre customer letter / consolidation letter					
Minimum number of mail items per drop-off	Standard letter in %	Compact letter in %	Large letter in %	Maxi letter in %	Postcard in %
from 500 to 1,000 mail items	–	–	16%	10%	–
from 1,001 to 2,000 mail items	–	–	19%	12%	–
from 2,001 to 3,000 mail items	–	–	22%	16%	–
from 3,001 to 4,000 mail items	–	–	26%	20%	–
upwards of 4,001 mail items	–	–	30%	24%	–
from 5,000 to 10,000 mail items	29%	21%	30%	24%	29%
from 10,001 to 15,000 mail items	31%	24%	30%	24%	31%
from 15,001 to 20,000 mail items	35%	27%	30%	24%	35%
from 20,001 to 25,000 mail items	38%	31%	30%	24%	38%
upwards of 25,001 mail items	42%	34%	30%	24%	42%

Figure 20: Refund rates for drop-off at outward mail centre as from 1 January 2025 for D+1 access services

**Refund rates as from 1 January 2025**

<b>D+1 access service rates for inward mail centre customer letter / consolidation letter</b>					
<b>Minimum number of mail items per drop-off</b>	<b>Standard letter</b>	<b>Compact letter</b>	<b>Large letter</b>	<b>Maxi letter</b>	<b>Postcard</b>
	<b>in %</b>	<b>in %</b>	<b>in %</b>	<b>in %</b>	<b>in %</b>
upwards of 100 mail items			33%	27%	
upwards of 250 mail items	45%	37%	33%	27%	45%

Figure 21: Refund rates for drop-off at inward mail centre as from 1 January 2025 for D+1 access services

In the period from 1 January 2023 to 31 December 2024, DP AG provided the ID discount of 3% for the transmission of the franking IDs in addition to the refunds for outward/inward mail centre drop-off. However, this refund was based on a delivery speed of D+1. In addition to the ID discount, DP AG offered until the end of 2024 the delivery speed discount for a longer delivery speed of D+1 to 2 which was 6% in 2024. As from 1 October 2023 the delivery speed discount was only given for the basic products standard, compact and large letters as well as postcards. The combination of ID discount and delivery speed discount for all dropped-off mail items, which allowed for the maximum possible refund until the end of 2024, is comparable with the ID access services refund beginning in 2025.

DP AG's free letter access services tracking can be used in connection with the ID access services and D+1 access services. The tracking service provides the customer with information on the status of their mail item as it is processed in the inward mail centre.<sup>23</sup>

Using a standard letter as an example, the following figures provide an overview of the number of contracts for outward/inward mail centre access services entered into by DP AG and show the respective basic access service rates for outward/inward mail centres (including 1% franking machine/IT franking discount) upwards of a drop-off volume of 25,001 or 250 mail items. The change in the access service rates for basic access services for outward/inward mail centres from 2024 to 2025 is also shown.

<b>Number of contracts</b>	<b>Outward mail centre access service rate in 2024*</b>	<b>Outward mail centre access service rate in 2025*</b>	<b>Change</b>
1,268	€0.527	€0.532	+ €0.005

\*for drop-off volumes upwards of 25,001 mail items

Figure 22: Contracts for outward mail centre customer letter access services (June 2025)

<sup>23</sup> [Letter access services tracking \(in German\) \(deutschepost.de\)](https://www.deutschepost.de)

Number of contracts	Inward mail centre access service rate in 2024*	Inward mail centre access service rate in 2025*	Change
2,699	€0.501	€0.504	+ €0.003

\*for drop-off volumes upwards of 250 mail items

Figure 23: Contracts for inward mail centre customer letter access services (June 2025)

### 3.4 Additional agreement to the contract for outward/inward mail centre customer letter access services

The additional agreement adds to the contract for access services for large volume mailers that the mail items of affiliated companies of the contracting party are also considered the large volume mailer's own mail items. The affiliated companies are listed in the annex to the additional agreement.

### 3.5 Contract for outward/inward mail centre commercial consolidation letter access services

If letter-post items are dropped off in the mail centre by a mail consolidator, other provisions are stipulated in the specific general terms and conditions in addition to the above terms and conditions and access service rates.<sup>24</sup> It should be noted that mail consolidators are the mailers and sole creditors of the services, but the senders are the customers of the mail consolidator. Large volumes of mail can arise when the letter-post items of several customers of the mail consolidator are consolidated.

The other main provisions relate to:

- DP AG's right to assign a certain outward mail centre acceptance office if capacity at other acceptance offices is fully utilised
- the return of undeliverable letter-post items to the sender
- affixing a mail consolidator code to all envelopes.

Using a standard letter as an example, the following figures provide an overview of the number of contracts for outward/inward mail centre commercial consolidation access services entered into by DP AG and show the respective "basic access service rates for outward/inward mail centres" upwards of a volume of 25,001 or

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<sup>24</sup> See General Terms and Conditions of Deutsche Post for Access Services for the Conveyance of Letters for Commercial Consolidation (General Terms and Conditions for Letter Access Services)

250 mail items. The change in the access service rates for basic access services for outward/inward mail centres from 2024 to 2025 is also shown.

Number of contracts	Outward mail centre access service rate in 2024*	Outward mail centre access service rate in 2025*	Change
241	€0.527	€0.532	+ €0.005

\*for drop-off volumes upwards of 25,001 mail items

Figure 24: Contracts for outward mail centre commercial consolidation letter access services (June 2025)

Number of contracts	Inward mail centre access service rate in 2024*	Inward mail centre access service rate in 2025*	Change
262	€0.501	€0.504	+ €0.003

\*for drop-off volumes upwards of 250 mail items

Figure 25: Contracts for inward mail centre commercial consolidation letter access services (June 2025)

## 4 System of rates for access services

By entering into the above contracts/agreements (and by entering into Dialogpost access service contracts), large volume mailers and mail consolidators can receive refunds from DP AG on the postage to be paid for the respective basic product (standard, compact, large, Maxi Letters and postcards). As described above, the possible refund derives from the postage rate for the respective basic product less the access service rates approved by the Bundesnetzagentur. At the contractual level, the access service rate covers the portion of the transport chain starting from the mail centre where items are dropped off to the addressee.

### 4.1 Refund scheme

As of 2025, the maximum possible refund is achieved when a contract for inward mail centre access services is entered into with DP AG and the ID access services are made use of for all dropped-off mail items. Only if a normal delivery time of D+1 to 2 is reasonable for the DP AG's contracting party's items is the maximum refund also the optimal contractual arrangement for the said contracting party. Otherwise the contracting party must also make use of the D+1 access service, which, however, features lower refunds. The following figure shows the various contractual arrangements between DP AG and its contracting parties as well as the corresponding refund scheme. Various scenarios are possible. The large volume mailer makes a drop-off directly at the inward mail centre and thus performs all services itself (Scenario A). The consignor utilises the services of a mail consolidator but does its own franking (Scenario B). In the third scenario (Scenario C), the mail consolidator performs all services (including franking) for the consignor. The contractual and billing relationships between the mail consolidator and the consignor are presented in more detail in Chapter 5.

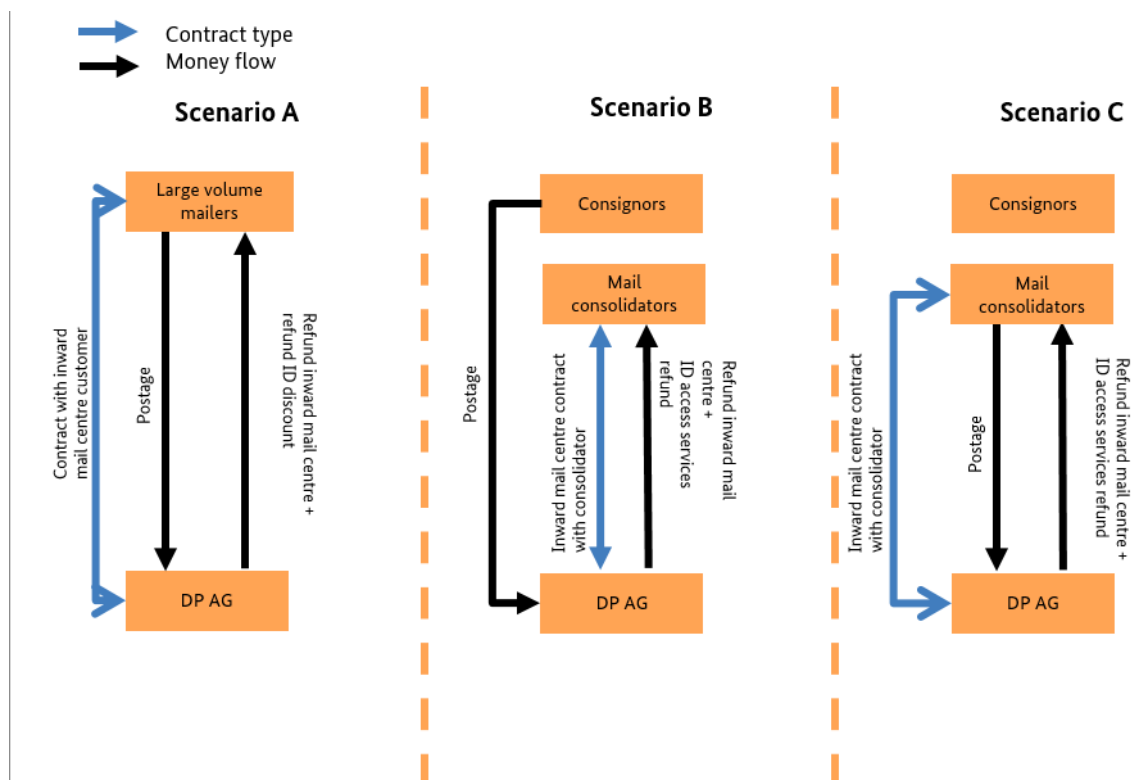


Figure 26: Refund scheme

In **Scenario A** there is a direct contractual relationship with DP AG. For the maximum refund, the large volume mailer must enter into a contract for inward mail centre access services and fulfil the requirements for obtaining the ID access services refund. If the customer selects D+1 access services for urgent mail items, then the requirements for obtaining the D+1 access services must also be fulfilled. The large volume mailer pays the letter postage directly to DP AG; after dropping off mail items it receives a refund from DP AG for the services it has performed to prepare mail items for access services and for franking. To receive the ID discount refund, the large volume mailer must enter its dropped off items in the DP AG order management system.

If the consignor utilises the services of a mail consolidator and franks mail items itself (**Scenario B**), the consignor does not need a contract for inward mail centre access services because the mail consolidator will have entered into such a contract. For the maximum possible refund, the consignor must also fulfil the requirements for obtaining an ID discount for all items. The consignors pay the letter postage because they frank the mail items. The mail consolidator collects the mail items from the consignor and bundles these with the mail items of other consignors. The mail consolidator then drops off the mail items at the DP AG mail centre. In Scenario B the consignors must create orders for the dropped off mail items in DP AG's order management system. The mail consolidator must then mark its drop-offs in DP AG's order management system by creating additional orders within the consignor's orders in the order management system. The processing of additional orders entails entering and assigning franking IDs for the ID discount. If the D+1 access services option is desired, the mail items for which D+1 access services are to be used must be marked "D+1 access services" in the additional order. Once the consignor and the mail consolidator have completed these steps, the mail consolidator receives the refund from DP AG.

If the mail consolidator handles the franking and the dropping off of mail items in DP AG's inward mail centre (**Scenario C**), it must also enter into a contract for inward mail centre access services with DP AG and fulfil the requirements for obtaining an ID discount to get the maximum possible refund. The mail consolidator enters the dropped off mail items in DP AG's order management system (orders for dropped off mail and additional orders) and receives, like in Scenario B, the refunds from DP AG. If the customer selects D+1 access services for urgent mail items, then the requirements for obtaining the D+1 access services must also be fulfilled.

Independently of the contracts described above, each franker has also entered into an additional agreement on IT franking of mail items or a contract for the use of a franking machine with DP AG. However, this is irrelevant to the presentation of the refund scheme because the refund for franking services is already included in the contract for inward mail centre access services.

## 4.2 System of rates

The system of rates can be derived from DP AG's contracts. Large volume mailers and mail consolidators are required to pay the letter postage for the respective basic product to DP AG. Depending on which upstream services are performed, DP AG refunds the large volume mailer or mail consolidator a portion (scaled according to the amount dropped off) of the letter postage. The refund rate is calculated as the difference between the letter postage and the respective access service rate approved by the Bundesnetzagentur.

In 2025 the maximum refund possible is achieved when a contract for inward mail centre access services has been entered into and when the maximum volume of mail is dropped off, thus fulfilling the requirements to

get the ID discount for all the mail items dropped off. The postage rate for a standard letter has been €0.95 since 1 January 2025.

The following figure shows the maximum refund for 2025 using a standard letter as an example.

### System of rates for access services

	2025	
	Relative	Absolute
Postage rate for standard letter	100%	€0,950
Access service rate for inward mail centre access service	50%	€0,475
Refund for ID access services for drop-off at inward mail centre	50%	€0,475

Figure 27: System of rates for access services with inward mail centre drop-off

In 2025 the maximum possible refund for the standard letter is €0.475 and thus 50% of the standard letter postage.

When comparing this maximum possible refund with the 2023 and 2024 figures, the fact must be taken into account that from 1 January 2023 until 31 December 2024 the maximum possible refund was achieved when a contract for inward mail centre access services was entered into, the maximum volume of mail was dropped off and the requirements were fulfilled to get both the ID discount and the delivery speed discount for all mail items. The maximum possible refund in 2023 and 2024 can be compared with the maximum possible refund in 2025 since all refunds are/were based on a delivery speed of D+1 to 2. The report from 2023 contains information on refunds achievable in 2023 for outward/inward mail centre drop-off (Chapter 3, figures 7-8, page 12). As from 1 January 2024, DP AG reduced the refunds for outward/inward mail centre drop-off uniformly for all standard products and all quantity-based scales by three percentage points compared to 2023. At the same time the delivery speed discount was increased by three percentage points compared to 2023 to 6%. The ID discount remained unchanged at 3% in 2024.

The refunds for outward/inward mail centre drop-off in 2024 are shown in the following two figures:

### DP AG refund rates 2024

Minimum number of mail items per drop-off	Outward mail centre customer letter/outward mail centre consolidation letter				
	Standard letter in %	Compact letter in %	Large letter in %	Maxi letter in %	Postcard in %
from 500 to 1,000 mail items	-	-	13%	10%	-
from 1,001 to 2,000 mail items	-	-	16%	12%	-
from 2,001 to 3,000 mail items	-	-	19%	16%	-
from 3,001 to 4,000 mail items	-	-	23%	20%	-
upwards of 4,001 mail items	-	-	27%	24%	-
from 5,000 to 10,000 mail items	25%	17%	27%	24%	29%
from 10,001 to 15,000 mail items	27%	20%	27%	24%	31%
from 15,001 to 20,000 mail items	31%	23%	27%	24%	35%
from 20,001 to 25,000 mail items	34%	27%	27%	24%	38%
upwards of 25,001 mail items	38%	30%	27%	24%	42%

Figure 28: Refunds for outward mail centre drop-off in 2024

**DP AG refund rates 2024**

<b>Inward mail centre customer letter/inward mail centre consolidation letter</b>					
<b>Minimum number of mail items per drop-off</b>	<b>Standard letter</b>	<b>Compact letter</b>	<b>Large letter</b>	<b>Maxi letter</b>	<b>Postcard</b>
	<b>in %</b>	<b>in %</b>	<b>in %</b>	<b>in %</b>	<b>in %</b>
upwards of 100 mail items			30%	27%	
upwards of 250 mail items	41%	33%	30%	27%	45%

Figure 29: Refunds for inward mail centre drop-off in 2024

Since no access service rates were approved by the Bundesnetzagentur in 2023 and 2024, the access service rate has been calculated as the difference between the applicable letter postage and the respective refunds. The relevant system of rates for 2023 and 2024, which was already presented and explained in detail in the previous reports, is shown using a standard letter as an example in the following figure.

Variant in €:

**System of rates for access services**

	<b>2023</b>		<b>2024</b>	
	<b>Relative</b>	<b>Absolute</b>	<b>Relative</b>	<b>Absolute</b>
Standard letter postage rate	100%	€0.850	100%	€0.850
Refund for access services with outward mail centre drop-off	41%	€0.349	38%	€0.323
Additional refund for access services with inward mail centre drop-off	3%	€0.026	3%	€0.026
ID discount	3%	€0.026	3%	€0.026
Delivery speed discount	3%	€0.026	6%	€0.051
Maximum possible refund	<b>50%</b>	<b>€0.425</b>	<b>50%</b>	<b>€0.425</b>
Access service rate	<b>50%</b>	<b>€0.425</b>	<b>50%</b>	<b>€0.425</b>

Figure 30: System of rates for access services 2023-2024

In 2025 the maximum possible refund for the standard letter shown here as an example has not changed as a percentage compared to the two previous years; it is still 50% of the letter postage. Since the letter postage was increased to €0.95 in 2025, the refund increased from €0.425 in 2024 to €0.475 in 2025.

**4.3 Access service rates**

The following figure shows the access service rates with/given the maximum possible refund using a standard letter as an example.

### Access service rates at maximum refund and postage rates

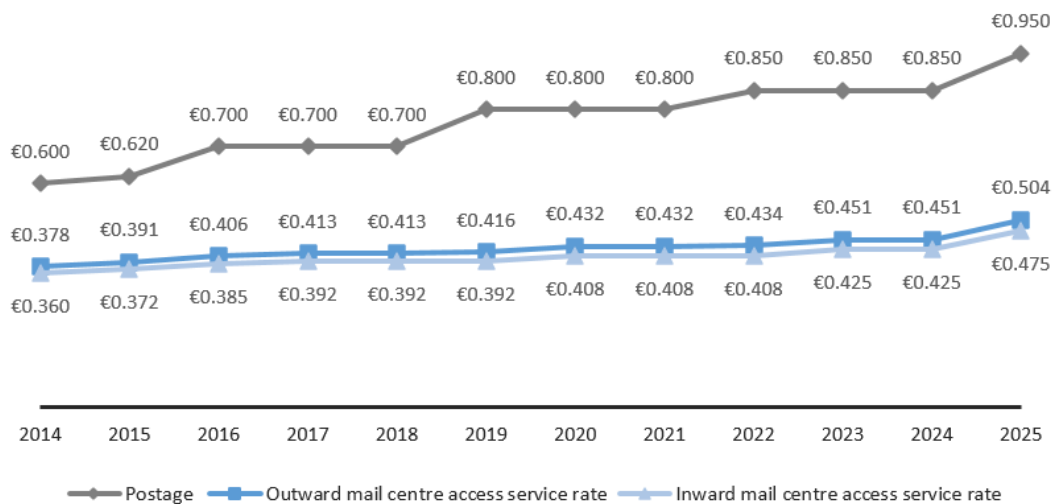


Figure 31: Access service rates at maximum refund

Outward and inward mail centre access service rates increased steadily between 2014 and 2017. In 2018, using the 3% additional refund for infrastructure services introduced in 2018 should have actually led to a reduction in access service rates (maximum refund). However, because the refund rates for outward and inward mail centre access services were reduced from 41% to 38% (outward mail centre) and from 44% to 41% (inward mail centre) at the same time that the refund was introduced, the introduction of the refund for infrastructure services allowed large volume mailers and mail consolidators to maintain the 2017 level for access service rates (maximum refund) in 2018 when performing infrastructure services. These rates remained at €0.413 (outward mail centre) and €0.392 (inward mail centre). Without the introduction of the refund for infrastructure services, access service rates would have already risen in 2018.

The postage rate was raised in 2019, and at the same time the refund rates for outward and inward mail centre access services and the refund rate for infrastructure services were also raised to 5%. Overall this resulted in the inward mail centre access service rate remaining stable at €0.392, while the outward mail centre access service rate increased marginally to €0.416. The access service rates were raised again to €0.432 (outward mail centre) and €0.408 (inward mail centre) in 2020. By contrast, the access service rates did not change in 2021. Both the postage rate and the refund rates for outward and inward mail centre access services were raised in 2022, while the refund rate for infrastructure services was unchanged at 5%. Overall this resulted in the access service rates, including the refund for infrastructure services, remaining virtually unchanged. The change in outward mail centre access services occurred only in the third decimal place, with the rounded figure the same as in 2021 (€0.43).

In 2023 the access service rates increased to €0.451 (outward mail centre) and €0.425 (inward mail centre), even taking into account the newly introduced ID and delivery speed discounts. This is due to the fact that the refund rates for access services (inward and outward mail centres) were decreased by three percentage points while at the same time the postage rate remained unchanged. The increase in this case was mitigated by the fact that the sum of the ID discount and the delivery speed discount (6%) was more than the refund for infrastructure services (5%) that was still in place in 2022. A longer delay time of D+1 to 2 was accepted when

utilising the “ID and delivery speed discount”. In 2024 DP AG reduced the refunds for outward/inward mail centre drop-off uniformly for all standard products and all quantity-based scales by three percentage points compared to 2023. At the same time the delivery speed discount was increased by three percentage points compared to 2023 to 6%. The ID discount remained unchanged at 3% in 2024. As a result, with the postage rate unchanged, the access service rates (maximum refund) did not change compared to 2023. These rates remained at €0.451 (outward mail centre) and €0.425 (inward mail centre).

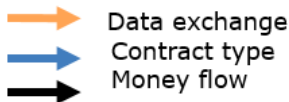
The postage rate was increased in 2025. The Bundesnetzagentur approved the ID access service rates submitted by DP AG for approval, which represent the maximum possible refund. The rates were €0.504 (outward mail centre) and €0.475 (inward mail centre); see decision BK5-24/15, Annex 2. Thus the access service rates (maximum refund) increased compared to 2024.

## 5 Overview of providers for the performance of access services (mail consolidators)

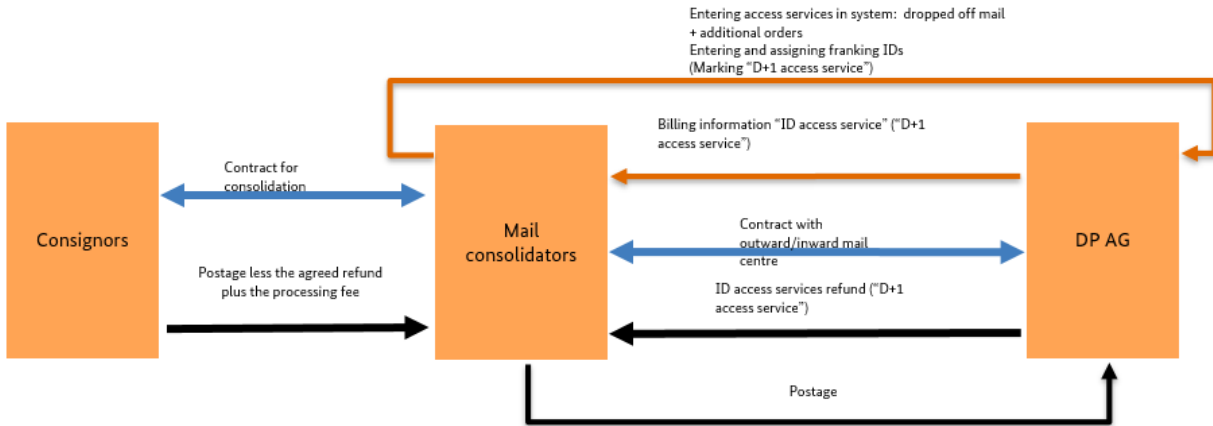
In addition to a direct drop-off of mail items ready for access services at DP AG, there is also the option of utilising the services of a mail consolidator. Mail consolidators collate the mail items of various consignors and prepare them for access services. Mail consolidators offer to provide their customers all upstream services so that customers (even those with small mail volumes of their own) can have their mail items prepared for access services and the minimum volumes for obtaining the refunds can be achieved. If the mail consolidator has a large customer base with a consistent overall volume of mail items and the minimum volumes are regularly sufficient for the maximum refund, individual consignors can also regularly achieve these higher refund rates.

Generally a processing fee is paid to the mail consolidator for preparing items for access services. The processing fee is based on the services to be performed by the mail consolidator. Possible mail consolidator services can include franking, sorting, numbering, collation of mail items with those of other consignors, dropping off mail items in the DP AG mail centre and using the order management system to get other discounts.

The figure below shows the possible contractual arrangements for obtaining a maximum possible refund for mail consolidation. As of 2025, the maximum possible refund is achieved when a contract for inward mail centre access services is entered into with DP AG and the contracting party uses the ID access services for all dropped-off mail items. The figure also shows what the payment flows between mail consolidators, consignors and DP AG look like and how data streams flow between the parties. For the sake of completeness it also shows the D+1 access services option in brackets. There are two possible contractual arrangements. In Scenario A the mail consolidator performs all services including franking, and in Scenario B the consignor franks its mail items itself.



**Scenario A: Mail consolidator performs all services for the consignors**



**Scenario B: Consolidation with franking by the consignors**

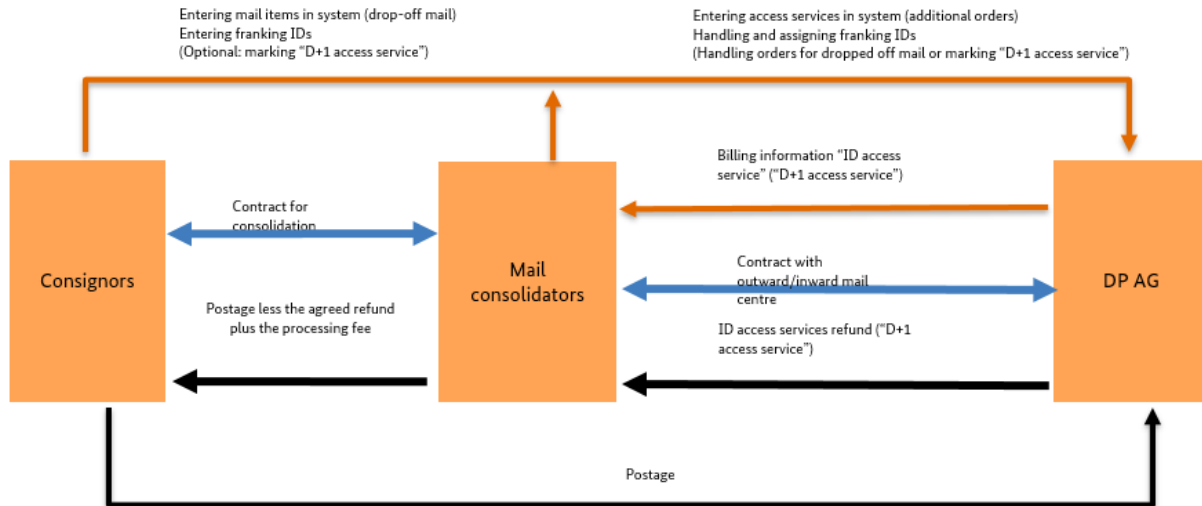


Figure 32: Contract structure, data and payment flows

In **Scenario A** “consolidator performs all services for the consignor” all direct contractual relationships are solely between DP AG and the mail consolidator (contracts for outward/inward mail centre access services). Because the mail consolidator handles the franking of the mail items, it pays the postage for the mail items to DP AG. To fulfil the requirements for the ID access service (D+1 access service), the mail consolidator enters the required orders in the order management system (dropped off mail and additional orders) for the mail

items to be dropped off at DP AG. The consolidator enters and assigns the franking IDs (and marks the mail items for D+1 access service that will receive a D+1 discount). The consolidator drops off the mail items at the DP AG mail centre according to the terms and conditions of the contract for outward/inward mail centre access services. DP AG pays the mail consolidator the refund for the ID access service (D+1 access service). DP AG also provides the consolidator with the billing information for these refunds.

As is the case in Scenario A, all contractual relationships in Scenario B “consolidation with franking performed by the consignor” are between DP AG and the mail consolidator (contracts for outward/inward mail centre access services). Because consignors frank the mail items themselves, they pay the postage for these mail items to DP AG. The franked mail items are handed over to the mail consolidator. To fulfil the requirements for the ID access service (D+1 access service), consignors create an order in the DP AG order management system and enter the franking IDs. They can also mark the mail items that will receive the D+1 access service. The mail consolidator must then add additional orders to the orders in the order management system. The franking IDs created by the consignors are used and assigned. (If the consignor has marked the dropped off mail items for the D+1 access service discount, then the consolidator uses the marking, otherwise the consolidator must mark the items itself.) The mail items are then dropped off by the mail consolidator at the DP AG mail centre in line with the requirements of the contract for outward/inward mail centre access services. For the mail items dropped off, the DP AG pays the mail consolidator the refund for the ID access service (D+1 access service). For the ID access service (D+1 access service) refund, only the information in the additional order is relevant. The mail consolidator passes this refund on, less a processing fee for the services it has performed, to the consignor. DP AG also provides the consolidator with the billing information.

The mail consolidator (Scenario A) and the consignor (Scenario B) have also entered into an additional “agreement on the IT franking of mail items” or a “contract for the use of a franking machine” with DP AG. As the refund for franking services is already taken into account in the contract for outward/inward mail centre access services, the contract does not have to be presented separately.

Postal service providers that offer mail consolidation can offer delivery independent of their range (local, regional or national). Local or regional delivery is carried out by the respective postal service provider itself if this is a service that it provides. Alternatively, for regional delivery, a “contract for inward mail centre letter commercial consolidation access services” allows the option of delivery through the DP AG network. For national delivery of mail items, the cooperative networks of mail alliance or P2 Die zweite Post can be used, or they can be delivered by DP AG under a “contract for outward mail centre letter commercial consolidation access services”. In total there are 241<sup>25</sup> mail consolidators that utilise regional delivery by DP AG and 262<sup>26</sup> mail consolidators that provide national delivery through the DP AG network. The DP AG network also guarantees the coverage of regions not covered by the cooperative networks of mail alliance and P2 Die zweite Post. Thus national delivery is assured regardless of the postal service provider or the respective network.

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<sup>25</sup> Number of contracts for outward mail centre commercial consolidation access services

<sup>26</sup> Number of contracts for inward mail centre commercial consolidation access services

## 6 Contracts for access services of DP IHS

In addition to DP AG, Deutsche Post InHaus Services GmbH (DP IHS) must also submit its access service contracts to the Bundesnetzagentur. DP IHS shares DP AG's dominant market position and is therefore required under section 50(3) PostG to present its access service contracts in accordance with section 54 PostG.

### 6.1 Deutsche Post InHaus Services GmbH

DP IHS has been operating in the segment of the letters market subject to licence since 1999. Having formerly traded as Williams Lea InHouse Solutions GmbH, the company has been a wholly owned subsidiary of the DP AG Group since 2007.

The Bundesnetzagentur's review of the contracts submitted by DP IHS is intended to establish whether the rates for the performance of the consolidation service by DP IHS, in other words the service charges described above, are compatible with the standards of the PostG.

#### 6.1.1 Scope of services of the DP IHS access service contracts

In accordance with the General Terms and Conditions attached to the access service contracts as an annex (General Terms and Conditions of DP IHS, January 2025), DP IHS performs the services described below for its customers. The General Terms and Conditions have been published on DP IHS's website.

If it has been contractually agreed with the customer, DP IHS collects the customer's mail items that are and are not ready for access services in the trays provided by DP IHS. The collection takes place at the location stipulated in the contract within the time period also contractually agreed (section 2(1) of DP IHS's General Terms and Conditions). Letter-post items ready for access services within the meaning of DP IHS's General Terms and Conditions are the products standard, compact, large, Maxi Letter and postcards that are machine-readable, for which postage has been properly paid and that are addressed exclusively to addressees in Germany (section 1(4)). Letter-post items not ready for access services are other mail items, such as mail items with a handwritten address or franked with stamps, books or goods, parcels, packages as well as registered mail items or Dialogpost (section 1(5)). Unless stated otherwise, DP AG's General Terms and Conditions for Brief National (General Terms and Conditions of Deutsche Post AG Domestic Mail) and the Services and Prices brochure apply as currently amended. If the customer does not utilise the collection of mail items by DP IHS, the customer drops off its mail items (items that are ready and items that are not ready for access services) at the specified DP IHS service centre within the agreed time slot. The mail items must be franked by the customer in advance with the full postage rate for the respective basic product by way of sender franking (FRANKIT) or IT franking unless franking by DP IHS has been contractually agreed with the customer (section 3(5) of DP IHS's General Terms and Conditions).

DP IHS consolidates the customer's letter-post items that are ready for access services with other customers' letter-post items that are ready for access services (section 2(3) of DP IHS's General Terms and Conditions). The outgoing mail is sorted and numbered by DP IHS (by routing region). It is not explicitly stated in the contract or in the General Terms and Conditions that mail items are sorted by routing region, but this is a requirement for the drop-off of mail items at DP AG. DP IHS then drops off the mail items at the DP AG mail centre. Unless contractually agreed otherwise, DP IHS drops off the mail items on the day of collection at DP AG for forwarding and delivery (section 2(6) of DP IHS's General Terms and Conditions).

Each month DP IHS provides the customer with documentation of the letter-post items dropped off at DP AG that were ready for access services and not ready for access services. The documentation of the mail items ready for access services forms the basis for payment of the access service rates (section 2(8) of DP IHS's General Terms and Conditions).

### **6.1.2 Remuneration model**

The access service contracts presented show that DP IHS uses two different remuneration options.

Remuneration option 1:

Under this remuneration option DP IHS agrees to a payment amount per item stipulated in the contract for the processing and dropping off of mail items ready for access services per basic product. This is referred to in the following chapter as the consolidation rate. If the customer has agreed to the collection of mail items by DP IHS, then a transport fee that is stipulated in the contract must also be paid to DP IHS. If DP IHS assumes the franking of mail items, the amount per item stated in the contract per basic product must also be paid. This is referred to below as the franking rate.

The following refund scheme, which is also described in the contract, results: DP IHS receives a refund from DP AG for the mail items dropped off at DP AG that were ready for access services. DP IHS passes this refund on to its customers after first deducting the agreed remuneration. The remuneration amount to be deducted from the refund depends on which DP IHS services the customer actually uses.

If the overall total of mail items dropped off for all customers per product amounts to less than the volume required (for outward mail centre drop-off) to generate the maximum possible refund for a given day, the refunds for this day are reduced as per contract. If the overall total of mail items dropped off by all customers is less than the required number of inward mail centre-compliant mail items per product per day, the refunds for this day are cancelled entirely as per contract. Furthermore, if DP IHS itself receives no or reduced refunds from DP AG in conjunction with its access service contract with DP AG for reasons for which it is not responsible, the refund to customers will be reduced proportionally in accordance with section 4 of DP IHS's General Terms and Conditions.

Remuneration option 2:

DP IHS agrees to a fixed rate (per item) with its customers for each basic product. The fixed rate depends on the applicable letter price and the DP AG refunds.

This arrangement results in a refund scheme whereby, depending on the franking service performed by DP IHS, mail flows are either calculated at the agreed fixed rate (for franking by DP IHS) or the difference between the agreed fixed rate and the DP AG postage rate is credited (if the items were franked in advance).

For both remuneration options, DP IHS is authorised to amend the remuneration for the processing, drop-off, transport or franking of mail items accordingly if the necessary wage or purchasing costs for transport services necessary for the contractual performance change. This arrangement, which was exclusively contained in the contracts until the General Terms and Conditions were updated in November 2020, has now also been included in section 4(3) of DP IHS's General Terms and Conditions.

### 6.1.3 Analysis of contracts

In conjunction with the review of contracts including the associated contract adjustments, the amount of the agreed remuneration was looked at in more detail for both of the remuneration arrangements presented.

The figures below show the average consolidation and franking rates (remuneration option 1) and fixed rates (remuneration option 2) for the letter formats of standard letter, compact letter, large letter and Maxi Letter as well as for postcards. The remuneration is shown separately by outward and inward mail centre drop-off.

For the consolidation rate (remuneration option 1), for example, the average rates for outward and inward mail centre drop-off for a standard letter in 2025, as shown in the figure below, were €0.038.

Average DP IHS consolidation rates

	2020	2021	2022	2023	2024	2025
Standard letter outward mail centre	€0.027	€0.028	€0.031	€0.032	€0.035	€0.038
Compact letter outward mail centre	€0.029	€0.030	€0.034	€0.035	€0.038	€0.042
Large letter outward mail centre	€0.061	€0.063	€0.067	€0.075	€0.081	€0.089
Maxi Letter outward mail centre	€0.109	€0.115	€0.121	€0.139	€0.155	€0.175
Postcard outward mail centre	€0.014	€0.022	€0.024	€0.017	-	-
Standard letter inward mail centre	€0.031	€0.031	€0.033	€0.032	€0.035	€0.038
Compact letter inward mail centre	€0.034	€0.034	€0.036	€0.035	€0.037	€0.041
Large letter inward mail centre	€0.059	€0.060	€0.067	€0.073	€0.080	€0.089
Maxi Letter inward mail centre	€0.090	€0.110	€0.119	€0.135	€0.150	€0.169
Postcard inward mail centre	-	€0.018	€0.025	€0.018	-	-

Figure 33: Average DP IHS consolidation rates 2020-2025

The average franking rate (option 1) for a standard letter in 2025 was €0.028. The average franking rates for all basic products are shown in the following figure.

## Average DP IHS franking rates

	2020	2021	2022	2023	2024	2025
Standard letter	€0.021	€0.022	€0.022	€0.023	€0.026	€0.028
Compact letter	€0.022	€0.022	€0.022	€0.024	€0.026	€0.029
Large letter	€0.043	€0.043	€0.045	€0.053	€0.059	€0.069
Maxi letter	€0.064	€0.066	€0.070	€0.092	€0.103	€0.117
Postcard	€0.041	€0.044	€0.038	€0.018		

Figure 34: Average DP IHS franking rates 2020-2025

The average fixed rate (remuneration option 2) for a standard letter in 2025 was €0.598. Differentiated rates by drop-off type (outward/inward mail centre) cannot be shown for 2025 since this information is not available. The average fixed rates for 2020-2025 for all basic products are shown in the following figure.

## Average DP IHS fixed rates

	2020	2021	2022	2023	2024	2025
Standard letter outward mail centre	€0.530	€0.532	€0.530	€0.549	€0.592	€0.598
Compact letter outward mail centre	€0.707	€0.713	€0.710	€0.736	€0.783	€0.790
Large letter outward mail centre	€1.154	€1.160	€1.157	€1.201	€1.282	€1.371
Maxi Letter outward mail centre	€2.258	€2.344	€2.412	€2.270	€2.470	€2.575
Postcard outward mail centre	€0.608	-	€0.706			
Standard letter inward mail centre	€0.508	€0.510	€0.507	€0.523	€0.575	€0.598
Compact letter inward mail centre	€0.697	€0.700	€0.695	€0.719	€0.781	€0.790
Large letter inward mail centre	€1.104	€1.107	€1.125	€1.162	€1.263	€1.371
Maxi Letter inward mail centre	€2.860	-	€2.373	€2.268	€2.428	€2.575
Postcard inward mail centre	€0.600	-	€0.706			

Figure 35: Average DP IHS fixed prices 2020-2025

## 7 Access services for Dialogpost

According to DP AG, Dialogpost is for mail items consisting solely of advertising content. This can include, for example, mailouts with free samples, promotions or customer magazines. The Infopost decision BK5a-11/024 of Ruling Chamber 5 of the Bundesnetzagentur and a legal decision by the Cologne Administrative Court resulted in new terms and conditions for Dialogpost from 1 January 2020, with the result that sales merchandise, payment requests, recalls and invitations to general assemblies of members, for example, no longer count as Dialogpost. The following figure shows the Dialogpost sent from 2016 to 2024.

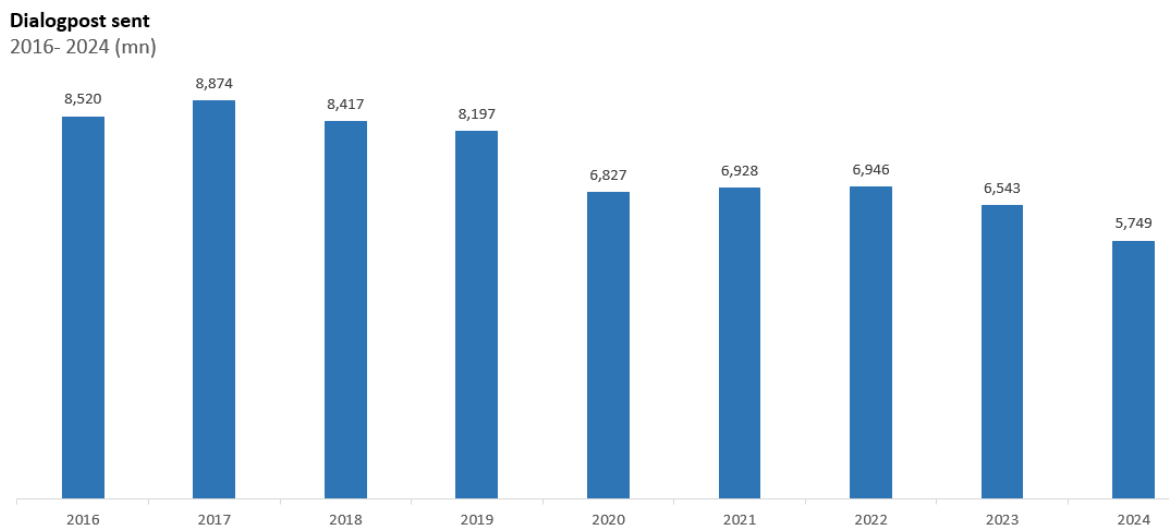


Figure 36: Dialogpost sent 2016-2024 (millions)

Dialogpost dispatches are in decline overall. The volume of Dialogpost has fallen by 32.52% since 2016. This may be due to the fact that Dialogpost content is increasingly sent to customers electronically and to the 2020 redefinition that limited the content of Dialogpost. DP AG attributes the increase in 2017 to communication in the run-up to the elections.<sup>27</sup> According to DP AG, the moderate increases in 2021 and 2022 were due to the development compared to that of the previous year during lockdown when there was a reduction in advertising content, especially for retail.<sup>28</sup>

In addition to the content requirements, there are other conditions for Dialogpost as well. Items sent as Dialogpost must have the same sender, the same address inside and outside (address on the envelope and address on the letter), the same envelope size, the same franking within a drop-off and the same basic format.<sup>29</sup>

Minimum volumes per drop-off must also be complied with to use the Dialogpost service. These are shown in the following figure together with the terms and conditions for sorting.

<sup>27</sup> See DPDHL 2017 Annual Report, page 63

<sup>28</sup> See DPDHL 2021 Annual Report, page 38 and DPDHL Annual Report 2022, page 39

<sup>29</sup> Deviations within the basic format up to max. 30 mm in length and width are permitted.

<b>Minimum volumes and sorting</b>		
<b>Volume</b>	<b>Name</b>	<b>Region</b>
5,000	<i>DIALOGPOST</i>	Nationwide
200	<i>DIALOGPOST</i>	For the same routing region
500	Dialogpost Easy	Nationwide (with small-volume surcharge)

Source: DPAG, Dialogpost brochure

Figure 37: Minimum volumes and sorting

If the minimum volumes are not achieved, the cost of the deficit volumes can be added on accordingly. This is based on the net mail rate (rate for the individual mail items). If the mail items are sorted by postcode, this must be done for the entire drop-off volume (for all letter trays).

Another condition for sending Dialogpost is the letter format. Only standard or large formats are available. The dimensions of these are shown below.

<b>Dialogpost dimensions and weights</b>					
<b>Basic format</b>	<b>Length</b>	<b>Width</b>	<b>Thickness</b>	<b>Weight</b>	<b>Shape</b>
Standard	150-235 mm	90-125 mm	up to 5mm	up to 50 g	Rectangular
Large	140-353 mm	90-250 mm	up to 30 mm	up to 1000 g	Rectangular

Source: DPAG, Dialogpost brochure

Figure 38: Dialogpost dimensions and weights

The standard format also includes postcards on which all the information is visible externally. This does not include double postcards. The length must be at least 1.4 times the width. Large format also includes unenclosed mail items (eg a catalogue). A square shape is also possible, the sides of which must be at least 140 mm. A production surcharge is added if the dimensions and shapes of the mail items deviate from the basic formats within pre-set limits or for mail items with no straight outer edge as these cannot be processed automatically.

## 7.1 Contracts for Dialogpost access services

Customers and mail consolidators can drop off Dialogpost mail items ready for access services at DP AG bulk mail acceptance offices in inward mail centres. The basis for this is formed by the General Terms and Conditions for Dialogpost Inward Mail Centre Customer Access Services, the General Terms and Conditions for Dialogpost Inward Mail Centre Consolidation Access Services and the General Terms and Conditions for Brief National, the Services and Prices brochure and the National Dialogpost brochure.

Generally the recipients' addresses must be in Germany. Certain conditions must be complied with for the drop-off of Dialogpost mail items for access services, such as the use of DP AG drop-off lists and trays.

Items are accepted at the respective bulk mail acceptance office from Monday to Friday until at least one hour before the acceptance office closes. Adherence to a certain delivery time by DP AG is not guaranteed, though

the mail items are delivered in line with DP AG’s general quality standards.<sup>30</sup> Other conditions must be complied with in addition to using DP AG drop-off lists and containers. A comparison of these with the contracts for inward mail centre customer letter access services is shown below. The conditions relate to pre-sorting, filling, franking, automation capability, minimum volumes and drop-off documents. If these conditions are met, in addition to the discounts agreed in the Dialogpost contracts entered into, further refunds on the postage charges for Dialogpost can be generated from access service contracts for Dialogpost. The refund is issued within two weeks.

<u>Contract: inward mail centre customer letter access service rates</u>	<b>Product</b>	<u>Access service rates under Dialogpost contracts</u>
<ul style="list-style-type: none"> <li>• all basic products</li> </ul>		<ul style="list-style-type: none"> <li>• only standard- and large format</li> </ul>
<ul style="list-style-type: none"> <li>• by routing region</li> <li>• sequential numbering</li> </ul>	<b>Pre-sorting and consecutive numbering</b>	<ul style="list-style-type: none"> <li>• by routing region</li> <li>• sequential numbering</li> <li>• additional postcode sorting within the routing region</li> </ul>
<ul style="list-style-type: none"> <li>• use of DP AG trays</li> <li>• separated by type of basic product and type of franking</li> <li>• definition of full tray</li> </ul>	<b>Filling of letter mail trays</b>	<ul style="list-style-type: none"> <li>• use of DP AG trays</li> <li>• items uniformly arranged</li> <li>• maximum weight 10 kg</li> </ul>
<ul style="list-style-type: none"> <li>• types of franking IT franking and franking using franking machines</li> <li>• franking can be done by customer</li> </ul>	<b>Franking of mail items</b>	<ul style="list-style-type: none"> <li>• franking wave, shortened franking mark, customer's customised graphic (as franking mark or in connection with IT franking)</li> <li>• IT franking, franking machine (only base price)</li> </ul>
<ul style="list-style-type: none"> <li>• machine readable</li> <li>• customer must be recognisable as sender</li> </ul>	<b>Machine-readability and sender's address</b>	<ul style="list-style-type: none"> <li>• machine readable</li> <li>• address side suitable for automation</li> <li>• standard up to 20 g: machine-handleable</li> <li>• customer recognisable as sender</li> </ul>
<ul style="list-style-type: none"> <li>• 250 standard and compact letter</li> <li>• 100 large and Maxi Letter</li> </ul>	<b>Minimum volumes</b>	<ul style="list-style-type: none"> <li>• 200 standard and large letter</li> <li>• upwards of 250 3% refund</li> </ul>
<ul style="list-style-type: none"> <li>• drop-off documents can be downloaded online</li> </ul>	<b>Drop-off documents</b>	<ul style="list-style-type: none"> <li>• drop-off documents can be downloaded online</li> </ul>

Figure 39: Comparison of inward mail centre customer letter access service rates and access service rates under Dialogpost contracts

Customers and mail consolidators must enter into a Dialogpost access services contract with DP AG before they can drop off Dialogpost that is ready for access services. The contract options are shown below.

<sup>30</sup> See Dialogpost National brochure, page 39

### 7.1.1 Contract for Dialogpost inward mail centre customer access services

Customers must enter into a contract for Dialogpost inward mail centre customer access services with DP AG in order to generate refunds on the postage rate for Dialogpost. The requirements to prepare Dialogpost mail items for access services can be found in the comparison in the above figure.

The following figure provides an overview of the number of Dialogpost inward mail centre customer contracts entered into by DP AG and shows the respective refund using a standard Dialogpost letter up to 20 g as an example. The change in the refund from 2024 to 2025 is also shown.

Number of contracts	Refund Dialogpost inward mail centre customer in 2024	Refund Dialogpost inward mail centre customer in 2025	Change
187	€0.017	€0.018	+ €0.001

Figure 40: Contracts for Dialogpost inward mail centre customer access services (June 2025)

### 7.1.2 Contract for Dialogpost inward mail centre commercial consolidation access services

Mail consolidators and customers must generally satisfy the same conditions for preparing mail items for access services for Dialogpost. The key difference between the contract for Dialogpost inward mail centre customer access services and the contract for Dialogpost inward mail centre commercial consolidation access services is that the mail consolidator is the sender.

The following figure provides an overview of the number of Dialogpost inward mail centre commercial consolidation access services contracts entered into by DP AG and shows the respective refund using a standard Dialogpost letter up to 20 g as an example. The change in the refund from 2024 to 2025 is also shown.

Number of contracts	Refund Dialogpost inward mail centre commercial consolidation in 2024	Refund Dialogpost inward mail centre commercial consolidation in 2025	Change
28	€0.017	€0.018	+ €0.001

Figure 41: Contracts for Dialogpost inward mail centre commercial consolidation access services (June 2025)

### 7.1.3 Contract for Dialogpost cooperation

In addition to the contracts for Dialogpost inward mail centre customer access services and for Dialogpost inward mail centre commercial consolidation access services, DP AG offers a cooperation agreement for sending Dialogpost including an additional agreement. The customer's cooperation services include the pre-sorting of mail, the production of containers and their classification. The customer must give notice of the conveyance orders in the electronic order management system at least seven days before collection/drop-off.

The following data must be provided: payer, payment method, drop-off/collection date, drop-off/collection location, mailing volume, basic product, weight of the item and number of pallets. Also, details of the type of franking, transport classification, mail planning and container information must be finalised 48 hours before drop-off. The mail items must be sorted by routing regions. The customer pays the rate stipulated in the “Dialogpost National” brochure for the mail items, less the intended discount of 5% for pallet production and pre-sorting by routing region.

The contracting party can generate a refund through the cooperation agreement for sending Dialogpost. To do so, DP AG’s contracting party must drop off at least 100,000 mail items with a drop-off list. The contracting party also undertakes to cooperate with DP AG in the trialling of new electronic systems and new container classifications. The refund paid by DP AG to the contracting party is volume-based. The minimum volume per quarter is 1mn mail items and is reimbursed at a rate of 8% on the postage rate for Dialogpost. The maximum refund of 21.65% on the postage rate for Dialogpost can be achieved by a large volume mailer if it drops off a quarterly volume of 180mn.

The following figure provides an overview of the number of cooperation agreements for sending Dialogpost entered into by DP AG and shows the maximum refund for the standard product. The change in the refund from 2024 to 2025 is also shown.

Number of contracts	Maximum refund in 2024	Maximum refund in 2025	Change
687	€0.074	€0.078	+ €0.004

Figure 42: Cooperation agreements for Dialogpost inward mail centre access services (June 2025)

The additional agreement to the cooperation agreement regulates the inclusion of drop-off volumes from companies controlled by the contracting party to calculate the refund generated for the quarterly volume.

## 7.2 Rates for Dialogpost access services

The postage rate for Dialogpost is dependent on the item weight. Under some circumstances, further discounts are possible in addition to the refunds granted under access service contracts. Besides a minimum volume of 5,000 items, the production of bundles, containers or pallets is required for this.

For standard format the single-region trays must be at least half full. For large format, the routing region/postcode containers must also be at least half full to receive discounts on the postage rate. However, this is not possible for unenclosed mail items. Large format Dialogpost in bundles must contain at least five mail items.

A minimum net weight of 100 kg is necessary to generate discounts for pallet production with mail items in standard format. Large format mail items must have a minimum net weight of 200 kg or a pallet height of at least 1.60 m. For pallet mailing in card format, a minimum net weight of 50 kg is required and the basic standard format must be adhered to. Card pallet mailing in large format requires a minimum net weight of 100 kg. Generally, pallets must not exceed a maximum height of 1.80 m or five pallet frames (height around 1.20 m).

The following figure shows the discounts for Dialogpost.

<b>Discounts for drop-off volumes upwards of 5.000</b>	
<b>Bundle/container production, routing region</b>	<b>Pallet production, routing region</b>
Standard and large 4%	4%

Source: DPAG, Dialogpost brochure

Figure 43: Discounts for drop-off volumes upwards of 5,000 items

If the mail items are sorted by routing region, the partner receives a discount of 4% in standard or large format. The discount can be generated with a minimum mail volume of 5,000 items.

On entering into contracts for Dialogpost inward mail centre access services, the customer/mail consolidator receives a refund of 4% on the current net rate for Dialogpost mail items. The minimum volume is 250 mail items per routing region. In addition, the above discounts can also be generated by complying with the conditions. A maximum refund of 21.65% is possible on entry into a contract for Dialogpost cooperation.

The postage rate (regular and discounted) for Dialogpost and the maximum possible access service rate when using contracts for Dialogpost inward mail centre access services and Dialogpost cooperation are shown in the following figure.

<b>Postage/access service rates per Dialogpost mail item</b>						
	Dialogpost regular	Dialogpost regular discounted	Dialogpost access service rate contracts (inward mail centre customer and commercial consolidation)	Dialogpost access service rate contracts (inward mail centre customer and commercial consolidation)--discounted	Access service rate for Dialogpost cooperation agreement	
<b>Card*</b>	€0.34	€0.33	€0.33	€0.32	€0.25	
<b>Standard</b>						
0-20 g	€0.36	€0.35	€0.35	€0.33	€0.26	
21-50 g	€0.41	€0.39	€0.40	€0.38	€0.30	
<b>Large</b>						
0-50 g	€0.52	€0.50	€0.50	€0.48	€0.38	
51-100 g	€0.65	€0.62	€0.63	€0.60	€0.48	
101-250 g	€0.80	€0.77	€0.78	€0.74	€0.59	
251-500 g	€0.91	€0.87	€0.88	€0.85	€0.67	
501-1000 g	€1.07	€1.03	€1.04	€1.00	€0.78	
<b>Surcharges</b>						
Production surcharge	€0.05		€0.05			
EASY (small volumes from 500 to 4,999)	€0.18		€0.017			
Seasonal surcharge from 1 September to 31 December	€0.01					

Source: DP AG, Dialogpost brochure + Bundesnetzagentur

Figure 44: Postage/access service rates per Dialogpost mail item

The figure first shows the regular postage charges for Dialogpost, without discounts and without access service contracts. In the period from 1 September to 31 December a seasonal surcharge of €0.01 per mail item

is added. The column “Dialogpost regular discounted” shows the postage charges that can be achieved upwards of a minimum volume of 5,000 items per drop-off and the associated discount. The discount is 4% for all formats. This is equivalent, for example, to a discounted postage rate of €0.35 instead of the regular €0.36 for standard format or €0.50 instead of €0.52 for large format. A 3% refund (€0.35 rather than the regular €0.36) is possible on entry into a Dialogpost access service contract (inward mail centre customer or inward mail centre commercial consolidation). In combination with the discount, an “access service rate for Dialogpost contracts discounted” of €0.33 rather than the regular €0.36 can be achieved. If a Dialogpost cooperation agreement has been entered into, a further refund of up to 21.65% can be achieved in addition to the discount for pre-sorting by routing region and pallet production of 5%. The total maximum saving is 26.65%. This is equivalent to an access service rate of €0.26 instead of a regular €0.36 for standard format. The conditions for achieving the refund rates can be found in the above descriptions.

As an example, the following figure shows the development in the postage rate since 2020, including the discounts/refunds possible, for Dialogpost in standard format.

**Dialogpost postage rates/access service rates from 2020 to 2025**  
in €

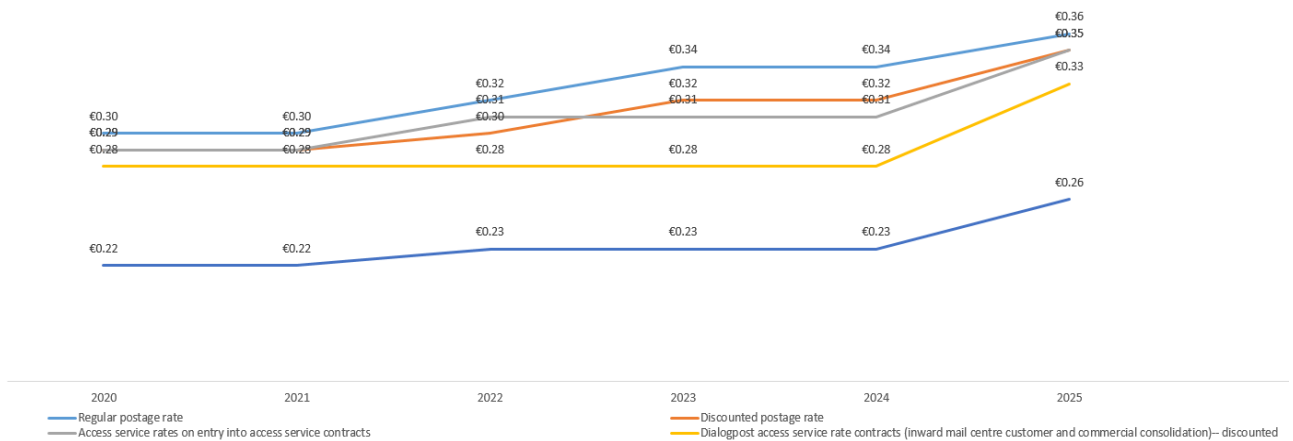


Figure 45: Postage rate for Dialogpost and with an access service agreement for Dialogpost

The figure shows a rising trend in all rates since 2020. There were increases of €0.02 (to €0.32, €0.34 and €0.36 respectively) for standard format in 2022, 2023 and 2025.

## 8 Access services for goods consignments

Section 3(2b) para 20 PostG defines consignments of goods as mail items containing goods with or without commercial value weighing no more than 2 kg. The length and width of the items may not exceed the DIN C4 format and the maximum height is 5 cm.

DP AG has been offering such a product since 1 July 2024 with goods consignment (formerly books and goods consignment). Because the product is new on the market, no data are available on volumes shipped.

According to DP AG, addressed written communications (letters) are excluded from goods consignment.<sup>31</sup> The word “WARENSENDUNG” must appear above the address. Goods consignments can be dropped off sealed at DP AG, which may open the item to check the tariff conditions. The normal transit time for goods consignments is D+4.

### 8.1 Contracts for access services for goods consignments

Under section 54(3) PostG, there is, under certain conditions, letter service providers are entitled to access parts of the conveyance service provided by a dominant provider of goods consignment for a charge within the meaning of section 3(2b) para 20 PostG. For this reason DP AG has been providing the access service product “goods consignment” to access beneficiaries since 1 July 2025. The product features two offerings: outward mail centre goods consignment and inward mail centre goods consignment. The outward mail centre goods consignment requires drop-off in an outward mail centre and pre-sorting of mail items in containers by routing region. With inward mail centre goods consignments, the mail items are delivered to an inward mail centre and pre-sorted to this inward mail centre’s routing region.

Customers and mail consolidators can drop off items containing goods ready for access services at DP AG bulk mail acceptance offices in outward or inward mail centres. This is based on the general terms and conditions for goods consignment access services, the general terms and conditions for Brief National and the services and prices brochure.

Certain conditions must be complied with when dropping off of items containing goods for access services. These conditions are set out in DP AG’s general terms and conditions for goods consignment access services.<sup>32</sup>

Items are accepted at bulk mail acceptance offices during the regular opening hours of the respective acceptance office, in the case of outward mail centre drop-offs until 3pm and in the case of inward mail centres until one hour before the acceptance office closes. Adherence to a certain delivery time by DP AG is not guaranteed, though the mail items are delivered in line with DP AG’s general quality standards. Other conditions must be complied with in addition to using DP AG drop-off lists and containers. The conditions relate to pre-sorting, filling, franking, automation capability, drop-off documents and minimum volumes.

For example, the items must be pre-sorted by the first two digits of the postal codes (routing region) and bear a serial number. In addition, the goods consignments must be delivered in the letter containers provided by DP AG and franked for the current net charge for the respective basic product at the time of delivery in

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<sup>31</sup> See DP AG, “Leistungen und Preise”, 1 July 2025, page 36

<sup>32</sup> See general terms and conditions for goods consignment access services

accordance with published services and prices. The franking types “IT franking” and “franking using franking machines” are permitted (see above). The items must also be machine-readable and bear the mail service provider identification code. The drop-off lists associated with the goods consignments must be handed over to DP AG in duplicate when the items are dropped off. The mail service provider must also provide an overview of the IT franking customers.

The minimum drop-off volumes must also be observed here. For drop-off at outward mail centres this amounts to 500 items (combined total with or without a weight surcharge). For drop-off at inward mail centres the minimum posting volume is 100 items (combined total with or without a weight surcharge) The items must also be pre-sorted by routing region and numbered consecutively. Items with and without a weight surcharge can be pre-sorted together in a container. However, when using the franking service, goods consignments with a weight surcharge must always be dropped off in separate containers.

## 8.2 Access service rates for goods consignment

The customers and consolidators pay DP AG the current published services and prices in advance for goods consignment less any rate discounts. This rate falls under ex-post regulation by the Bundesnetzagentur and is thus initially determined by DP AG. By decision of 16 May 2025 (BK5-25/006), the Bundesnetzagentur approved charges for access services for the product outward/inward mail centre goods consignment effective from 1 July 2025. After the end of the billing period, DP AG reimburses the difference between the rate for goods consignments and the approved access service rate for goods consignment. Unlike the goods consignment basic product, access service for the consignment of goods is not a universal service. Turnover tax for the service is therefore subsequently collected and paid as part of the billing process.

The access service rates for goods consignment are for the product up to 1,000 g. Items between 1,000 g and 2,000 g can also be dropped off as an access service, in which case DP AG levies a weight surcharge.

The postage charge and the access service rate for goods consignment are shown in the figure below.

<b>Postage/access service rates per goods consignment</b>			
	Regular postage rates for goods consignments	Access service rate for outward mail centre goods consignment	Access service rate for inward mail centre goods consignment
<b>Standard</b>			
up to 1000 g	€2.7000	€2.3436	€1.8179
1,000 g to 2,000 g*	€3.5500	€3.1236	€2.4179

Source: DP AG + Bundesnetzagentur

\*Regular weight surcharge €0.85, outward mail centre weight surcharge €0.78, inward mail centre weight surcharge €0.60.

Figure 46: Postage/access service rate per goods consignment

The figure first shows the regular postage charges for goods consignments, without access service contracts. The columns “Access service rate for outward mail centre goods consignment” and “Access service rate for inward mail centre goods consignment” show the postage charge discounts that can be achieved when dropping off at an outward mail centre and an inward mail centre respectively. Thus compared with regular postage rates for drop-off at an outward mail centre there is a difference of €0.3564 and €0.4264, depending

on the weight. For drop-off at an inward mail centre there is a difference of €0.8821 compared with regular postage rates. For items between 1,000 g and 2,000 g there is a difference of €1.1321.



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## List of abbreviations

DP AG	Deutsche Post AG
DP IHS	Deutsche Post InHaus Services GmbH
PostG	German Postal Act

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