

DEVELOPMENTS IN ELECTRONIC COMMUNICATIONS NETWORK AND SERVICES

UK Government publishes Wireless Infrastructure Strategy with 2030 5G Coverage Targets

The Department for Science, Innovation and Technology (DSIT) published the [Wireless Infrastructure Strategy](#) on 11th April 2023. **Cullen International** ([read more](#) – subscription required)

ARCEP (France) records a significantly Higher Number of End-User Complaints in 2022, particularly regarding the Quality of Service of Fixed Networks

ARCEP announced it received almost 43,000 complaints from end users in 2022, up 13% compared to 2021. **Cullen International** ([read more](#) – subscription required)

AGCOM (Italy) consults on New Rules for End-User Contracts

The Italian telecoms regulator, AGCOM, is consulting on the revision of rules for contracts between telecoms operators and end users. **Cullen International** ([read more](#) – subscription required)

Ofcom (UK) launches Enforcement Programme over Delayed Implementation of Fixed Switching Process

From 3rd April 2023, UK consumers should be able to switch landline or fixed broadband providers by contacting only their new (gaining) provider. **Cullen International** ([read more](#) – subscription required)

DEVELOPMENTS IN THE POSTAL SECTOR

Royal Mail (UK): We are committed to Transformation and Restoring Service Levels to where our Customers expect them to be

Royal Mail has issued its Universal Service Obligation (USO) full year Quality of Service report for 2022-23 for First and Second Class mail. Over the year, to 26 March 2023, Royal Mail delivered 90.7% of Second Class Mail within three working days (95.2% adjusted for the impact of strike action) and 73.7% of First Class within one working day (81.5% adjusted). **Post & Parcel** ([read more](#))