



LOV DATA

Postal Services Act (Postal Act)

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Short title	The Postal Act
EEA/EU/Schengen	EEA Agreement Annex XI No. 5d (Directive 97/67/EC amended by Directive 2002/39/EC and Directive 2008/06/EC).

Cf. *previous* laws of 8 June 1928 no. 2 and 29 November 1996 no. 73.

Briefly about the law

Last changed 19.07.2023

The Postal Act is a Norwegian law that will facilitate users all over the country to have access to postal services.

The Act entered into force on 1 January 2016 and replaced the previous Postal Act from 1996. The Act implemented the EU's postal directive into Norwegian law. This liberalized the Norwegian postal market. Post Bring AS previously had, as a general rule, the exclusive right to regularly deliver mail for a fee. The law also reduced the number of distribution days.

[Read the full article.](#)

Chapter overview:

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Chapter 1. Preliminary provisions

§ 1. *Purpose*

The purpose of the Act is to facilitate users all over the country to have access to good and forward-looking postal services, and an equal offer of services subject to delivery at an affordable price, through efficient use of society's resources.

§ 2. *Factual scope*

The Act applies to the regular transmission of registered and unregistered postal items for consideration, including services subject to delivery. Business related to such mediation, including associated infrastructure, services and equipment, is covered. The Act also applies to the transmission of postal items to and from abroad. Forwarding of unaddressed mail items and own mail items is not covered.

In cases of doubt, the King can decide what falls under the law by means of regulations and individual decisions scope, and can make exceptions to the substantive scope of the law.

§ 3. *Geographical scope*

The Act applies to Norwegian land territory, including Svalbard. The law does not apply to Jan Mayen or the neighboring countries. The King can lay down exceptional and special rules that result from international agreements Norway has joined, or that are necessary due to local conditions.

§ 4. *Definitions*

In the law is meant:

1. **postal service:** offer to the general public for regular collection, sorting, transport and distribution of postage for a fee
2. **postal network:** the overall organisation, workforce, infrastructure and production equipment that is necessary to mediate postal delivery
3. **postal delivery:** letter mail up to 2 kg, newspapers and magazines in subscription up to 2 kg and light goods up to 31.5 kg which are marked with the recipient's name and address or other unique identification, including those addressed according to the list

4. **unregistered postal item:** postal item for which a receipt is not given upon submission and delivery 5.
registered postal item: postal item for which a receipt is given upon submission and which is delivered against receipt
6. **registered mail:** mail for which a receipt is given upon submission and which the recipient is given on presentation of valid identification or other unique identification and signature
7. **provider:** anyone who offers a postal service 8.
user: natural or legal person who uses the postal service, either as a sender or as a recipient. 9. **zone key:** system keys or other access mechanisms that open in a specific geographical zone
main lid in a mailbox facility or entrance door leading to a mailbox facility
10. **zone key system:** a system that manages, maintains and operates the use of zone keys, including division into zones, determines technical solutions and routines for the use and storage of zone keys

0 Amended by law 9 June 2017 no. 41 (in force 1 July 2017 according to res. 9 June 2017 no. 720), 16 June 2023 no. 76 (in force 1 July 2023 according to res. 16 June 2023 no. 987).

§ 5. Authority according to the law

The authority according to the law is the King, the ministry and the National Communications Authority. The king determines the division of functions within the authority, and can decide that other public authorities and private legal entities shall have authority in limited areas according to the law.

§ 5 a. Prescriptive authorization – EEA agreement

The Ministry can issue regulations on rules according to the EEA Agreement that are intended to improve parcel delivery services across national borders.

0 Added by Act 16 June 2023 No. 76.

Chapter 2. Delivery obligation

§ 6. Selection of supplier obliged to deliver

The authority can enter into an agreement with or through individual decisions designate one or more providers responsible for offering postal services subject to delivery in accordance with § 7. The agreement must be time-limited and cannot be transferred without permission from the authority.

The selection of the provider obliged to deliver must take place through an open, objective and non-discriminatory process.

Agreement terms can be changed unilaterally by the authority if important social conditions or Norway's international obligations so require, or when it follows from the agreement.

The authority can issue regulations and make individual decisions on the selection of a provider obliged to deliver.

§ 7. Postal services subject to delivery

The provider with a delivery obligation must ensure a nationwide offer of the following postal services with a delivery

obligation: 1. delivery of letter mail up to 2 kg, subscription newspapers and magazines up to 2 kg and light goods up to 20 kg, 2. one collection of postal items at least five days a week, 3. one delivery of postal items every other day, Monday to Friday, in a two-week cycle, to any legal or natural person's place of business or permanent year-round residence, 4. forwarding of registered mail and value mail, both up to 2 kg, 5. domestic forwarding of postal items to and from abroad and

6. provision of specified postal services free of charge to the blind, partially sighted, prisoners of war and civilians interned.

The authority can issue regulations and make individual decisions about services that must be delivered, including requirements for scope of service, geographical coverage area, service and quality, collection scheme, and the number and location of dispatch points. The authority can also issue regulations and make individual decisions on compensatory measures.

Compensatory measures may include delivery of subscription newspapers on Saturday to recipients who do not have other newspaper distribution, offers within the coverage area to all fixed dispatch locations for the rental of a post box with an obligation for the provider obliged to deliver for the daily delivery of mail items Monday to Friday and requirements for several post box facilities or distribution days in local areas with special needs or to users with special needs.

0 Amended by law 21 June 2019 no. 69 (in effect 1 July 2019 in accordance with res. 21 June 2019 no. 796, second paragraph applies), 21 June 2019 no.

69 (with effect from 1 July 2020 according to res. 21 June 2019 no. 796, first paragraph no. 3 applies).

§ 8. Exemption from delivery obligation

The delivery obligation according to § 7 only applies when the recipient has a known address with a sufficiently marked delivery mailbox, post box or other agreed arrangement for receiving postal items, and the postal item is correctly addressed to the recipient.

The delivery obligation according to § 7 first paragraph nos. 2 to 4 does not apply on public holidays and public holidays, and it ceases temporarily in the event of extraordinary circumstances that prevent normal postal service or make it unreasonably costly.

The requirement for a five-day collection of postal items according to section 7 first paragraph number 2 does not apply collection in connection with delivery every other day according to section 7 first paragraph number 3.

The authority can issue regulations and make individual decisions on exemptions from delivery obligations, including exceptions for extraordinary circumstances or special geographical conditions.

0 Amended by Act 21 June 2019 no. 69 (in effect 1 July 2020 according to res. 21 June 2019 no. 796).

§ 9. Financing of service subject to delivery

The authority must, at the request of a provider who has been designated through an individual decision pursuant to Section 6, cover the net costs of public funds if the provider is subjected to an unreasonable financial burden by offering a postal service with a delivery obligation. Together with the claim for cost recovery, the provider must submit a calculation of the net costs for the services that must be delivered.

The authority can issue regulations and make individual decisions on the calculation of costs by offering postal service subject to delivery.

§ 10. Delivery conditions and cost orientation

The provider with a delivery obligation must offer a postal service with a delivery obligation on open, objective and non-discriminatory terms and at a cost-oriented and affordable price.

The authority can make individual decisions about the duty of the provider with a duty to deliver to offer a postal service with a duty to deliver on open, objective and non-discriminatory terms. The authority can issue regulations and make individual decisions on the choice of cost orientation method for a designated provider with a delivery obligation pursuant to section 6.

§ 11. Product accounting and accounting separation

The tenderer with a delivery obligation must keep a product account for regulatory purposes showing results for each of the services that must be delivered. The product accounts must also show an overall statement of capital used for services that must be delivered. There must be an accounting distinction between services that must be delivered and other activities.

Confirmation that the accounts are in accordance with the first paragraph must be prepared by an external auditor and published annually.

The authority can issue regulations and make individual decisions on product accounting and accounting separation, including requirements for reporting and publication.

0 Amended by Act 9 June 2017 no. 41 (in effect 1 July 2017 according to res. 9 June 2017 no. 720).

§ 12. Dissemination of advance votes in elections

The authority can enter into an agreement with the tenderer or order the tenderer with a delivery obligation to ensure collection and delivery of advance votes domestically on the last weekend before election day for parliamentary, county council and municipal council elections.

Additional costs for agreements or orders pursuant to the first paragraph must be covered by the authority.

The authority can issue regulations or make individual decisions on the distribution of advance votes in elections under the first paragraph.

§ 13. Unit postage

The tenderer with a delivery obligation must offer geographical unit postage for single consignments of letter mail with a delivery obligation of up to 50 grams.

The authority can issue regulations and make individual decisions on unit postage, including determination of unit postage, when the supplier obliged to deliver has been appointed in accordance with § 6.

§ 14. Universal Postal Convention

The authority can make demands that providers with a delivery obligation must fulfill the obligations arising from the Universal Postal Convention and associated regulations. The Universal Postal Convention is the regulation designed by the UN organization the Universal Postal Union (UPU) and which regulates international postal distribution.

The authority can give permission for others than providers with a delivery obligation to be able to exchange postal items across national borders in accordance with the rules of the Universal Postal Convention.

The authority must notify the World Postal Association of which providers of postal services are in charge Norwegian obligations under the Universal Postal Convention under the first paragraph. The authority must also notify providers with permission under the second paragraph to the Universal Postal Union.

The authority can issue regulations and make individual decisions on international obligations adopted by the Universal Postal Union. The authority can issue regulations and make individual decisions on the allocation and conditions for permission under the second paragraph.

§ 15. Exemption from the obligation to communicate for mail sent from abroad

An offerer with a duty to deliver does not have an obligation to pass on postal items from abroad in Norway when a sender who is resident or domiciled in Norway or in a third country sends such a large number of postal items from abroad that there is a clear financial gain.

An offerer with a delivery obligation who receives mail from a foreign offeror who has been notified to the Universal Postal Union in accordance with Article 2 of the Universal Postal Convention has the right to be reimbursed for costs incurred in connection with the reception and forwarding of international mail items in accordance with the first paragraph. The right to cost recovery applies both to mail delivered physically abroad and to mail produced abroad. The claim is directed against the sender or, if the sender does not pay, against the provider abroad.

An offerer with a delivery obligation must inform the authority of a refusal to provide information in accordance with the first paragraph and requirements about payment according to the second paragraph as soon as the postal item has been received. The authority may, within three weeks of the information being received, order the provider obliged to deliver to mediate postal delivery without payment under the first paragraph when the conditions under the first or second paragraph are not met.

The authority can issue regulations and make individual decisions on mail sent from abroad subject to notification when the rules of the Universal Postal Union provide a basis for this.

§ 16. Duty of carriage

The authority can order scheduled transport companies to take with them postal items subject to delivery for a fee for providers with a delivery obligation.

The remuneration must be cost-oriented. The authority can decide that the order shall enter into force before the final remuneration is determined.

The authority can issue regulations and make individual decisions about the scheduled transport companies' duty to transport postal items. In cases of doubt, the authority can decide by individual decision what is to be considered a scheduled transport company according to the first paragraph. The authority can also issue regulations and make individual decisions on cost calculation in accordance with the second paragraph.

§ 17. Security and preparedness

The provider with a delivery obligation must offer a postal service with reasonable security for users in peace, crisis and war. The provider must maintain the necessary preparedness and important social actors must be prioritized when necessary.

The authority can issue regulations, make individual decisions and enter into agreements on security and preparedness.

§ 18. Stamps

Permission from the authority is required to issue stamps or other means of franking marked "Norway" or "Norway". Such permission can only be granted to a supplier obliged to deliver.

Stamps must not be designed in such a way that they appear offensive to persons or states, or be of a political nature. Stamps marking important political figures or organizations may be issued.

The authority can issue regulations and make individual decisions on stamps and other means of franking.

§ 19. *Delivery mailbox*

The owner or right-of-use of permanent, year-round residential or commercial property must set up a delivery mailbox or equivalent for receiving postal items to the property's postal recipients. The provider obliged to deliver can request the owner of the drop-off mailbox to move the drop-off mailbox to a suitable location.

If drop-off mailboxes are set up for holiday properties or seasonal residences, these must be placed at the nearest regular stop on the mail route, unless otherwise agreed.

Delivery mailboxes can be set up on foreign land when the supplier obliged to deliver finds it necessary for the sake of efficient mail delivery and it does not cause particular damage or inconvenience.

The authority can issue regulations on the placement of delivery mailboxes, including distance requirements for placement of delivery mailboxes, different distance requirements for densely built-up and sparsely built-up areas and special rules for deliveries to people with reduced mobility. The authority can issue regulations on exemptions from such distance requirements, including the number of permanent, year-round homes or commercial properties that can be covered by the exemption. The authority can issue regulations on requirements for labeling delivery mailboxes.

0 Amended by Act 9 June 2017 no. 41 (in effect 1 July 2017 according to res. 9 June 2017 no. 720).

Chapter 3. General provisions

§ 20. *Registration*

The provider is obliged to register with the authority at the latest at the same time as the postal service is offered.

The authority can issue regulations on the registration obligation, including on the method of registration, the registration content and about exemptions from the obligation to register. If necessary, the authority can issue regulations with requirements for prior approval of providers.

§ 21. *Requirements for quality, measurement and reporting*

The authority can issue regulations on requirements for service quality, measurement of service quality and publication of measured quality for postal service.

The authority can issue regulations on requirements for annual reporting from providers.

§ 22. *Terms of delivery and publication*

The provider must prepare and publish delivery terms.

The authority can issue regulations on delivery conditions and publication, including specifying which postal services the duty must apply to, requirements for what must be informed about, and in what way. The authority can issue regulations and make individual decisions that make exceptions to the obligation in the first paragraph.

§ 23. *Handling and storage*

The provider must handle and store mail in a responsible manner to avoid loss of and damage to the mail.

The provider must implement necessary and proportionate measures to ensure that unauthorized persons do not get access to mail items.

The authority can issue regulations and make individual decisions on the handling of mail.

§ 24. *Obligation to mark*

The authority can issue regulations that postal items must be marked with the provider's company name, on conditions for such marking and on exemptions from the obligation.

§ 25. *Sender's discretion*

A sender has the right to dispose of the mail until it has been delivered to the recipient.

The authority can issue regulations on the sender's discretion, including covering costs for use of the discretion.

§ 26. *Delivery and return of incorrectly addressed mail*

The provider must seek to hand over incorrectly addressed mail to the addressee. If the postal item cannot be delivered to the addressee, it must be returned to the sender.

The authority can issue regulations and make individual decisions on the delivery and return of incorrectly addressed mail.

§ 27. *Non-deliverable postal items*

The provider must ensure proper processing of undeliverable mail. Non-deliverable mail refers to mail that, due to incorrect or inadequate addressing, cannot be conveyed to either the recipient or the sender.

The authority can enter into an agreement with or order one provider to have an approved system as sound processing of undeliverable mail.

The authority must approve a system for the proper processing of undeliverable mail that meets all requirements set out in or pursuant to the law.

A provider with an approved system can open undeliverable mail to identify the sender or the recipient. Providers who do not have their own approved system must hand over undeliverable mail to a provider with such a system.

A provider with an approved system is obliged to offer the opening of undeliverable mail as a service on commercial terms.

The authority can issue regulations and make individual decisions on the treatment of undeliverable mail and on provider's right to sell, give away or destroy such postal items.

§ 28. *Compensation for loss, damage and delay*

The provider must pay compensation for registered postal items that are damaged or lost in the time from submission to delivery. The provider must pay compensation for registered mail that is delayed, when a special consideration has been paid for the mail to arrive quickly, or for it to arrive at a specially agreed delivery time or delivery period. Liability for compensation is limited according to § 29.

The provider must publish compensation terms for loss, damage and delay.

The provider can determine delivery conditions regarding the right to compensation beyond what follows from this provision.

Claims for compensation are time-barred after one year, calculated from the day after the postal item has been submitted to the provider.

By regulation, the authority can set requirements for the conditions that can be set for the provider's liability for loss, damage and delay, including the publication of the conditions.

§ 29. Limitation of liability

The provider is not liable for compensation for loss, damage or delay according to § 28 which is due to: 1. error or negligence on the part of the injured party 2. the nature of the postal item 3.

defective packaging or 4. circumstances and consequences which the provider could not avoid or avert.

If loss, damage or delay is due to a third party that the provider uses to mediate in whole or in part postal delivery, the provider is only exempt from liability if the third party will also be exempt from liability according to the first paragraph.

The provider is not responsible for consequential damages.

The limitation of liability in the first to third paragraphs does not apply if otherwise agreed.

The authority can issue regulations on limitation of liability.

§ 30. Duty of confidentiality

The provider and anyone who performs work or services for the provider are obliged to maintain confidentiality regarding information that the person in question becomes aware of through their activities. The duty of confidentiality also applies after the person concerned has finished the work or service. The duty of confidentiality applies to information about:

1. sender's and recipient's use of postal service, 2. sender's and recipient's business or personal relationship and 3. content of mail.

The information cannot, beyond legal processing purposes, be used in your own business.

The provider is obliged to implement measures to prevent unauthorized persons from gaining knowledge of the information.

The obligation of confidentiality does not prevent information under the first subsection nos. 1 and 2 from being given to other authorities in pursuant to law or pursuant to authorization granted pursuant to law. The duty of confidentiality also does not prevent the police from investigating whether mail items contain drugs, explosives, starting materials for explosives or radioactive material without opening it. Those who carry out such investigations have a duty of confidentiality according to the first paragraph when it comes to matters that do not concern the assignment.

Address information, cf. § 37, which is graded according to the protection instructions, is subject to confidentiality.

Address information that is graded "strictly confidential" shall not be disclosed to anyone other than the National Register of Citizens and shall not be disclosed pursuant to the third paragraph.

Breach of the duty of confidentiality is punished according to §§ 209 and 210 of the Criminal Code.

The authority can issue regulations on the duty of confidentiality and on exemptions from the duty of confidentiality.

Section 31. Police certificate

The offeror may require the presentation of an ordinary police certificate, cf. Section 40 of the Police Registers Act, when offering a position that involves the processing of postal items. For employment in particularly trusted positions, an exhaustive and extended police certificate may be required, cf. Section 41 of the Police Register Act.

The police certificate pursuant to the first paragraph must show whether the person in question has been charged, prosecuted, issued a preliminary injunction or has been convicted of a breach of the Criminal Code's provisions on crime for profit, drug crime, organized crime, acts of terrorism or participation in violent associations with a political purpose.

The authority can issue regulations on the use of a police certificate, including which offenses the certificate must show.

0 Amended by Act 16 June 2023 no. 76 (in force 1 July 2023 in accordance with res. 16 June 2023 no. 987).

§ 32. Security in the postal network

The provider must investigate and, if necessary, himself or with the help of competent personnel, open a postal item when there is a suspicion that the postal item itself is dangerous to send, or there is a suspicion that it is not properly wrapped and for that reason it is assumed that could damage the postal network or other postal items.

The provider can interrupt the transmission of mail that is covered by the first paragraph. The provider must notify the sender if the postal item has been opened or the transmission is interrupted if the sender's name and address are known. If the sender's name and address are not known, the recipient must be notified that the postal item has been opened, or that the transmission has been interrupted.

The provider can destroy mail that is dangerous to send, cf. first paragraph. The provider must, if possible, inform the sender of this prior to destruction.

The authority can issue regulations and make individual decisions about security in the postal network, including which ones postal items that fall under the first paragraph.

Chapter 4. Shared use of the postal network

Section 33. Access to zone key system

In order to facilitate the delivery of mail items to drop-off mailboxes in mailbox facilities, the authority can order Posten Norge AS to grant access free of charge to zone keys that belong to the main lid of mailbox facilities and to entrance doors leading to such mailbox facilities. The authority can order Posten Norge AS to provide access to the incorporated arrangements for the management of such keys and access mechanisms free of charge, and to develop these into joint zone key systems in collaboration with other providers.

The authority can also order providers or others who dispose of zone keys to provide access to these free of charge. Administration and operation of the zone key system must take place on open, objective and non-discriminatory terms, and must safeguard security and privacy.

For reasons of safety and privacy for farm owners and mailbox owners, permission from the authority is required to access zone key system. Providers with access to zone keys must look after these in a secure manner. Farm owners and post office box owners who are covered by the zone key system are obliged to give access to providers with permission from the authority.

Providers who participate in the zone key system must cover the costs of establishment, development and daily operation of the zone key system proportionately between them. The tenderer who is responsible for recoding or replacing the key cylinder in a zone must bear the costs of this. When responsibility cannot be determined, the costs must be distributed proportionately between the providers in the zone that participate in the zone key system.

The authority can issue regulations and make individual decisions on the organization and operation of a joint zone key system, on access to the zone key system and on requirements for providers who are given access to such systems, including on:

1. cooperation, operation, security, internal routines and control systems 2. financing of joint zone key management at system and zone level, distribution of costs between providers, including for entering and exiting the system, and solvency and collateral 3. change and upgrade 4. transition to electronic access systems, including the provision of the zone key system 5. establishment of permission arrangements for access to the zone key system 6. reporting arrangements 7. liability and limitation of liability

The authority can also issue regulations and make individual decisions on access to keys and other access mechanisms that open mailbox facilities that are not accessible to the general public, but which are not part of zone key systems.

0 Amended by Act 9 June 2017 no. 41 (in effect 1 July 2017 according to res. 9 June 2017 no. 720).

1 Incurie: Should be Posten Bring AS.

§ 33 a. Access to post box facilities

The owner of the post box facility must give the provider access to the post box facility in order to distribute postal items. The provider must cover the costs of such access.

The authority can issue regulations or make individual decisions on access to postbox facilities and on cost recovery.

0 Added by Act 9 June 2017 no. 41 (in effect 1 July 2017 according to res. 9 June 2017 no. 720).

Section 34. Forwarding of postal items

The provider obliged to deliver must comply with any reasonable request from another provider for the forwarding of postal items. Forwarding means the forwarding of postal items to an addressee on behalf of another provider. Forwarding must be offered to other providers on open, objective and non-discriminatory terms.

The authority can issue regulations and make individual decisions about the scope of the obligation to offer further communication.

Section 35. Public postcode system

The postcode system is managed as a shared public resource by the authority. The postal code system is a system of number series and associated place names that divides the country into postcode areas and ensures efficient mail delivery. Changes in the postcode system are decided by the authority.

The tenderer with a delivery obligation must operate the public postcode system and ensure continuous updating of the cadastral register. The tenderer with a delivery obligation must process and implement changes and must publish such changes in an appropriate manner.

When managing and operating the postcode system and when processing changes pursuant to § 35 a and allocations pursuant to § 36, account must be taken of resource limitations, efficient mail delivery and consequences for registered providers and affected mail recipients. The processing must take place on open, objective and non-discriminatory terms.

The authority and the provider with a delivery obligation are not liable for damages as a result of changes or changes to the postcode system.

The authority can issue regulations and make individual decisions on the management and operation of the public postcode system.

Not in force, see § 56.

0 Amended by Act 16 June 2023 no. 76 (in force 1 January 2024 in accordance with res. 16 June 2023 no. 987).

§ 35 a. Changes in the postcode system

The provider with a delivery obligation must process requests from its own business and from postal recipients, municipalities and registered providers about changes to the public postcode system.

When a decision has been made, the person who has requested a change and registered providers shall without reason residence is notified of the outcome of the case.

If a change according to the first paragraph is considered significant, registered providers, the National Mapping Authority, shall be affected municipalities and particularly affected mail recipients are notified and given the opportunity to comment before a decision is made. The deadline for statements must be at least one month.

The authority can issue regulations and make individual decisions on processing changes to the postcode system.

0 Added by Act 16 June 2023 no. 76 (in force 1 January 2024 according to res. 16 June 2023 no. 987).

Section 35 b. Right of appeal

A registered provider can appeal a decision under § 35 a to the authority, cf. § 41. The appeal period must be at least three weeks from the decision being made known. Decisions that have been appealed cannot be implemented until the appeal has been processed.

The authority can issue further regulations on the right of appeal for providers under the first paragraph.

0 Added by Act 16 June 2023 no. 76 (in force 1 July 2023 in accordance with res. 16 June 2023 no. 987).

§ 36. Allocation of postcodes

The authority must assess any request from a registered provider for the allocation of its own postcode.

The tenderer with a delivery obligation must carry out the change in the public postcode system without undue delay, cf. section 35 second paragraph.

The authority can issue regulations and make individual decisions on the allocation of postcodes.

Not in force, see § 56.

0 Amended by Act 16 June 2023 no. 76 (in force 1 January 2024 in accordance with res. 16 June 2023 no. 987).

§ 37. Address register and reservation against disclosure of address information

The provider with a delivery obligation must establish and operate an address register. The provider obliged to deliver must receive notification of relocation and other address information and ensure continuous updates of the address register.

The provider with a delivery obligation must offer access to address changes for registered providers on open, objective and non-discriminatory terms and at a cost-oriented price.

A free reservation system must be offered in exchange for the disclosure of address information to the public. Address information that is subject to reservation can only be disclosed to a registered provider in accordance with § 20, the National Register of Citizens and other public authorities.

Address information that is graded in the National Register on the basis of the protection instructions must be subject to special access restrictions, cf. § 30. Address information graded "strictly confidential" must not be disclosed to anyone other than the National Register.

The authority can issue regulations and make individual decisions on managing the address register and updating address information.

§ 37 a. *The relationship with the National Register Act*

A provider obliged to deliver can obtain information from the National Register of Citizens without being hindered by the obligation of confidentiality which are necessary for the performance of tasks according to the law here or other tasks that follow from the law.

0 Added by Act 16 June 2023 no. 75 (in force 16 June 2023 according to res. 16 June 2023 no. 931).

Chapter 5. Conflict resolution and complaint

§ 38. *Mediation in disputes between providers*

In disputes between providers about rights and obligations set out in or pursuant to this Act, the authority can, at the written request of a party, mediate in order to reach an agreement between the parties. Both parties must consent to mediation. The authority must reject the mediation request if the conditions for mediation are not present, or if, after an overall assessment, the authority finds that the case is not suitable for mediation. The mediation must end no later than four months after receiving the mediation request.

The authority can set deadlines and other conditions related to the mediation. The authority can interrupt the mediation at any time.

§ 39. *Provider's complaint scheme*

The provider must have a complaint system for its own users.

Providers who participate in the zone key system according to § 33 must jointly have an arrangement for the processing of complaints about abuse of zone keys, with the right to complain for farm owners and mailbox owners covered by the zone key system.

The complaints scheme under the first and second paragraphs must be free of charge, easy to use and ensure that complaints are dealt with fairly and quickly. Decisions in appeals must be justified.

Users must be informed about the complaints procedure and about access to complaints according to section 41.

The authority can issue regulations on the scope, content, reporting and organization of the complaints scheme.

0 Amended by law 9 June 2017 no. 41 (in force 1 July 2017 according to res. 9 June 2017 no. 720), 16 June 2023 no. 76 (in force 1 July 2023 according to res. 16 June 2023 no. 987).

Section 40. *(Repealed)*

0 Amended by Act 9 June 2017 No. 41 (in effect 1 July 2017 in accordance with Res. 9 June 2017 No. 720), repealed by Act 16 June 2023 No. 76 (in effective 1 July 2023 according to res. 16 June 2023 no. 987).

Section 41. Complaint to the authority

The National Communications Authority shall process complaints 1. from users in disputes about postal services, with the exception of complaints from consumers where the case has its basis in a purchase agreement and is therefore dealt with by the consumer authority, cases about mailbox location and complaints that are obviously frivolous or unfounded, 2. in disputes between registered providers of postal services, 3. in disputes between the owner of a post box facility pursuant to § 33 a and a provider of postal services, 4. from registered providers on a decision pursuant to § 35 a, 5. from farm owners and post office box owners regarding misuse of zone keys after processing pursuant to § 39, second paragraph .

Before the right to appeal under the first paragraph no. 1 and no. 5 can be used, the complainant must address the complaint to the provider in accordance with section 39.

Individual decisions pursuant to § 33 which grant a provider permission to gain access to zone key systems and keys outside zone key systems cannot be appealed. The authority's decision to reject a case pursuant to section 33 cannot be appealed either.

The Ministry is the appeal body for individual decisions made by the National Communications Authority based on or pursuant to this Act. Complaints are submitted to the National Communications Authority, cf. section 32 of the Administrative Act.

The King can issue regulations on who is the appeal body in appeals of a competitive nature, cf. § 5.

0 Amended by law 9 June 2017 no. 41 (in force 1 July 2017 according to res. 9 June 2017 no. 720), 16 June 2023 no. 76 (in force 1 July 2023 according to res. 16 June 2023 no. 987).

Chapter 6. Supervision and sanctions

Section 42. Supervision

The authority must supervise that requirements laid down in or pursuant to the law are met. The authority can use assistance from others when carrying out the inspection and may take random samples, carry out measurements and other checks without prior notice.

The authority can issue regulations and make individual decisions on supervision.

Section 43. Participation in supervision

The provider has a duty to ensure that the authority has unhindered access to the business and to premises with equipment related to the transmission of postal items. Necessary documentation must be made available to the authority. The tenderer, his representative or the person carrying out assignments on behalf of the tenderer may be ordered to be present during the inspection.

Section 44. Obligation to provide information

The authority can demand information from the provider that is necessary for the implementation of the law, decisions made pursuant to the law, or obligations arising from international agreements to which Norway has acceded.

The information may be required to be provided in writing or orally within a set deadline.

The obligation of confidentiality that follows from § 30, other legislation, orders or agreements does not prevent the obligation to provide information.

The authority can issue regulations and make individual decisions about the obligation to provide information.

Section 45. International exchange of confidential information

The authority can provide relevant information about the market without being hindered by statutory confidentiality obligations postal services to international organizations to fulfill Norway's international contractual obligations.

When disclosing information in accordance with the first paragraph, the authority must make it a condition that the information can only be passed on with the consent of the authority, and only for the purpose that the consent includes.

The authority can issue regulations and make individual decisions on the exchange of confidential information between the authority and another authority or international organisation.

§ 46. Order for correction and change, etc.

The authority can, by individual decision, order the rectification or cessation of illegal conditions and set conditions which must ensure compliance with requirements laid down in or pursuant to the law.

The authority can, by individual decision, order the conclusion of an agreement and set requirements for the design of agreement terms in agreements between providers and between provider and user.

§ 47. Termination and revocation

The authority may terminate an agreement pursuant to § 6 or withdraw permission granted pursuant to § 18 when there are significant or repeated breaches of the terms and orders for rectification pursuant to § 46 have not been complied with, or when other important societal considerations make it necessary. The authority can withdraw permission granted in accordance with § 33 when there is a breach of the conditions for access or a breach of other decisions made in or pursuant to law.

Revocation of permission pursuant to § 18 or termination pursuant to § 6 takes effect one year after it has been granted advance notice according to Section 16 of the Public Administration Act.

If a breach of terms constitutes an imminent danger to security or privacy or to the offer of postal services subject to delivery are not maintained, the authority can withdraw the permission without notifying the parties in advance in accordance with section 16 of the Public Administration Act. The same applies if other important social considerations dictate it. Decisions on revocation can be given immediate effect.

A provider cannot claim compensation from the state for losses caused by the withdrawal of a permit pursuant to the first and third paragraphs.

0 Amended by Act 9 June 2017 no. 41 (in effect 1 July 2017 according to res. 9 June 2017 no. 720).

§ 48. Internal control

The authority can issue regulations and make individual decisions on the establishment of internal control systems, changes to control systems and documentation to ensure that the requirements laid down in or pursuant to this Act are met.

Section 49. Violation fee

The authority can impose an infringement fee on a natural person or an enterprise if the person, the enterprise or anyone acting on behalf of the undertaking, intentionally or negligently:

1. violates §§ 7, 13, 17, 18, 20, 23, 26, 30, 32, 33, 33 a, 34, 43 or 44 2. violates regulations issued pursuant to §§ 5 a, 7, 9, 10, 12, 17, 18, 20, 21, 23, 24, 25, 26, 27, 28, 32, 33, 33 a, 34, 42 or 44
3. fails to comply with individual decisions determined on the basis of sections 7, 10, 16, 17, 18, 23, 26, 32, 33, 33 a, 34, 42, 44, 46 or 48
4. gives incorrect or incomplete information to the authority.

When determining the amount of the infringement fee, particular emphasis must be placed on the seriousness of the infringement and duration, proven guilt and the company's turnover.

The right to impose a fee expires after five years. The limitation period begins to run when the violation occurs has ceased. The deadline is interrupted when the authority announces that an enterprise is suspected of the infringement.

The authority can issue regulations on the assessment of infringement fees.

0 Amended by law 9 June 2017 no. 41 (in effect 1 July 2017 according to res. 9 June 2017 no. 720), 16 June 2023 no. 76.

Section 50. Compulsory fine

In order to ensure that requirements laid down in or in accordance with the law are met, the authority can set a continuous compulsory fine against the person responsible until the unlawful activity ceases.

The compulsory fine starts to run if the person responsible exceeds the deadline for correcting the situation that the authority has set in the decision on compulsory fines, and runs for as long as the illegal relationship lasts. If there is reason to assume that an order will not be complied with, a compulsory fine can be notified at the same time as the order.

In special cases, the authority may fully or partially waive the requirement for accrued fines.

The authority can issue regulations on the imposition, size, measurement and waiver of accrued compulsory fines.

Section 51. Punishment

With fines or imprisonment of up to six months, whoever intentionally or negligently: 1. violates §§ 18, 20, 23, 32, 37, 43, 44 or 46 2. violates regulations issued on the basis of §§ 5 a, 20, 21, 33 or 44 3. fails to comply with individual decisions established pursuant to sections 33, 44 or 46 4. provides incorrect or incomplete information to the authority, cf. section 44.

0 Amended by law 9 June 2017 no. 41 (in effect 1 July 2017 according to res. 9 June 2017 no. 720), 16 June 2023 no. 76.

Section 52. Access to instructions

The Ministry can instruct the National Communications Authority to process cases within the scope of the Act.

The National Communications Authority cannot be instructed, neither generally nor in the individual case, when dealing with cases under Chapter 4 on joint use of the postal network.

Chapter 7. Fee and expropriation

§ 53. Fee to the National Communications Authority

The National Communications Authority can demand a fee and sector fee from providers of postal services to cover costs related to administrative tasks under this Act.

The authority can issue regulations on fees and sector fees to the National Communications Authority, below, providers with a small turnover can be exempted from the obligation to pay sector tax.

⁰ Amended by Act 9 June 2017 no. 41 (in effect 1 July 2017 according to res. 9 June 2017 no. 720).

Section 54. Collection of compulsory fines, infringement fees, fees etc.

A final decision on fees determined in accordance with section 53, compulsory fines in accordance with section 50 or infringement fees in accordance with section 49 is a compulsory basis for attachment.

Collection of claims as mentioned in the first paragraph can be imposed on the Norwegian Collection Centre.

Section 55. (Repealed)

⁰ Repealed by Act 9 June 2017 no. 41 (in effect 1 July 2017 according to res. 9 June 2017 no. 720). Amended by law 11 May 2017 no. 26 (in effect

¹ January 2018 according to res. 11 May 2017 no. 563, the change could not be implemented because the section has been repealed).

Chapter 8. Final provisions

Section 56. Entry into force

The law enters into force from the time the King¹ decides. The king can decide that the individual provisions shall enter into force at different times.

From the time the Act comes into force, Act 29 November 1996 No. 73 on the transmission of nationwide postal items is repealed.

¹ From 1 January 2016, with the exception of § 35, § 36, § 40 and § 41 first paragraph no. 1 and § 55, according to res. 4 Sep 2015 No. 1027 as amended by res. 18 Dec 2015 No. 1643.

Section 57. Transitional provisions

Until an agreement has been concluded with or a designated provider with a delivery obligation, Posten Norge AS is designated¹ as supplier obliged to deliver.

The concession to Posten Norge AS of 1⁸ December 2012 is continued, with the exception of points 3.5, 3.8.1 and 3.8.2, chapters 4 and 5, and points 6.1, 6.2 and 6.3, until a new agreement or decision designating the supplier obliged to deliver comes into force force, or the license is otherwise terminated. In the event of a conflict between the provisions of the license and the law, the provisions of the law shall take precedence.

The Ministry can change the license in individual decisions until a new agreement or decision appoints supplier obliged to deliver comes into force, or the concession ceases.

Individual decision based on Act 29 November 1996 no. 73 on the dissemination of nationwide postal items that are in force when this Act comes into force shall continue to apply.

¹ Incurie: Should be Posten Bring AS.

§ 58. *Change in other laws*

From the time the Act enters into force, the following changes are made to other Acts: — — —