

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

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Base : All respondents	
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Base : All respondents	

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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	

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Base : All respondents

QJ8. SHOWCARD Could you please give me the number from this card for the group in which you would place your total annual household income from all sources, before tax? (SINGLE CODE) 122
Base : All respondents

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WAVE

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
July 2012	233	233	-	-	112	121	86	71	76	233	112	119	123	110
	34%	100%	-%	-%	34%	34%	38%	30%	34%	34%	30%	39%	32%	37%
		bc									j			
August 2012	225	-	225	-	109	116	72	80	73	225	137	88	138	87
	33%	-%	100%	-%	33%	33%	32%	34%	33%	33%	37%	29%	36%	29%
			ac								k		m	
September 2012	224	-	-	224	106	118	65	85	74	224	123	100	121	103
	33%	-%	-%	100%	32%	33%	29%	36%	33%	33%	33%	33%	32%	34%
				ab										

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

REGION

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
North East	33 5%	10 4%	10 4%	13 6%	15 4%	19 5%	8 3%	13 5%	13 6%	33 5%	18 5%	16 5%	16 4%	18 6%
North West	73 11%	28 12%	29 13%	16 7%	35 11%	38 11%	26 11%	22 9%	26 12%	73 11%	36 10%	37 12%	40 10%	34 11%
Yorkshire & Humber	51 8%	21 9%	20 9%	11 5%	23 7%	29 8%	21 10%	16 7%	14 6%	51 8%	25 7%	26 9%	29 8%	23 8%
East Midlands	49 7%	16 7%	16 7%	18 8%	22 7%	27 8%	12 5%	15 6%	22 10%	49 7%	26 7%	23 8%	24 6%	25 8%
West Midlands	66 10%	25 11%	28 12%	13 6%	34 10%	32 9%	17 8%	26 11%	23 10%	66 10%	33 9%	34 11%	37 10%	29 10%
Eastern	58 9%	22 9%	13 6%	24 11%	29 9%	29 8%	13 6%	20 9%	25 11%	58 9%	33 9%	26 8%	23 6%	35 12%
London	83 12%	33 14%	16 7%	33 15%	40 12%	43 12%	40 18%	21 9%	22 10%	83 12%	42 11%	40 13%	51 13%	32 11%
South East	98 14%	20 9%	39 17%	39 18%	50 15%	48 14%	28 12%	46 19%	25 11%	98 14%	66 18%	32 10%	70 18%	28 9%
South West	59 9%	24 10%	23 10%	12 5%	28 8%	31 9%	18 8%	21 9%	20 9%	59 9%	38 10%	20 7%	36 10%	22 7%
Scotland	58 9%	18 8%	14 6%	26 11%	27 8%	31 9%	24 11%	17 7%	17 8%	58 9%	33 9%	25 8%	29 8%	29 10%
Wales	32 5%	10 4%	12 5%	10 5%	15 5%	17 5%	10 5%	11 5%	11 5%	32 5%	14 4%	17 6%	15 4%	17 6%
Northern Ireland	19 3%	6 3%	6 2%	7 3%	9 3%	10 3%	6 3%	8 3%	5 2%	19 3%	9 2%	10 3%	12 3%	7 2%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

URBANITY

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
LARGE CITY	121 18%	33 14%	42 19%	45 20%	59 18%	62 17%	61 27% ghi	32 13%	28 13%	121 18%	64 17%	56 18%	74 19%	47 16%
SMALLER CITY OR LARGE TOWN	169 25%	81 35% bc	35 15%	53 24% b	78 24%	91 26%	56 25%	54 23%	59 26%	169 25%	82 22%	86 28%	79 21%	90 30% l
MEDIUM TOWN	170 25%	36 16%	66 29% a	68 31% a	80 25%	90 25%	55 25%	62 26%	53 24%	170 25%	97 26%	73 24%	98 26%	72 24%
SMALL TOWN WITHIN 10 MILES	105 15%	47 20% c	47 21% c	10 5%	51 16%	54 15%	26 11%	39 17%	40 18%	105 15%	55 15%	49 16%	65 17%	40 13%
SMALL TOWN MORE THAN 10 MILES	14 2%	13 6% bc	1 *% *	* *% *	7 2%	7 2%	5 2%	5 2%	4 2%	14 2%	6 2%	8 3%	7 2%	6 2%
RURAL AREA WITHIN 10 MILES	87 13%	17 7%	30 13% a	40 18% a	43 13%	44 12%	16 7%	41 17% f	31 14% f	87 13% f	61 16% k	26 8%	50 13%	37 12%
REMOTE RURAL	16 2%	5 2%	4 2%	6 3%	8 2%	8 2%	4 2%	5 2%	7 3%	16 2%	8 2%	8 3%	9 2%	7 2%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

NATION

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
England	572	198	193	180	275	296	181	201	189	572	317	253	325	246
	84%	85%	86%	80%	84%	84%	81%	85%	85%	84%	85%	83%	85%	82%
Scotland	58	18	14	26	27	31	24	17	17	58	33	25	29	29
	9%	8%	6%	11%	8%	9%	11%	7%	8%	9%	9%	8%	8%	10%
Wales	32	10	12	10	15	17	10	11	11	32	14	17	15	17
	5%	4%	5%	5%	5%	5%	5%	5%	5%	5%	4%	6%	4%	6%
Northern Ireland	19	6	6	7	9	10	6	8	5	19	9	10	12	7
	3%	3%	2%	3%	3%	3%	3%	3%	2%	3%	2%	3%	3%	2%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

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QS1. SHOWCARD Which of these statements match your experience with sending and receiving items through the post? (MULTI CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
I personally send items through the post	634 93%	213 92%	210 93%	211 94%	299 91%	335 95%	199 90%	226 96% f	208 94%	634 93%	354 95%	279 91%	360 94%	274 91%
I personally receive items through the post	650 95%	223 96%	216 96%	211 94%	307 94%	343 97%	213 96%	224 95%	213 96%	650 95%	353 95%	294 96%	363 95%	287 96%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

GENDER

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Male	327	112	109	106	327	-	102	113	112	327	190	137	194	133
	48%	48%	49%	47%	100%	-%	46%	48%	50%	48%	51%	45%	51%	44%
					e									
Female	354	121	116	118	-	354	120	123	111	354	183	170	187	167
	52%	52%	51%	53%	-%	100%	54%	52%	50%	52%	49%	55%	49%	56%
						d								

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

AGE RANGE

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)				SEG (2)		WORKING STATUS		
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
16 - 17	13 2%	7 3%	3 1%	4 2%	8 2%	5 1%	13 6% ghi	- -%	- -%	13 2% gh	7 2%	6 2%	1 *%	12 4% l
18 - 24	71 10%	20 8%	29 13%	23 10%	33 10%	39 11%	71 32% ghi	- -%	- -%	71 10% gh	37 10%	34 11%	39 10%	32 11%
25 - 34	138 20%	59 25% c	40 18%	38 17%	61 19%	76 22%	138 62% ghi	- -%	- -%	138 20% gh	77 21%	60 20%	94 25% m	44 15%
35 - 44	129 19%	38 16%	44 20%	47 21%	59 18%	70 20%	- -%	129 55% fhi	- -%	129 19% fh	79 21%	50 16%	112 29% m	17 6%
45 - 54	107 16%	33 14%	36 16%	38 17%	54 17%	53 15%	- -%	107 45% fhi	- -%	107 16% fh	65 17%	42 14%	84 22% m	23 8%
55 - 64	98 14%	36 16%	35 16%	27 12%	48 15%	50 14%	- -%	- -%	98 44% fgi	98 14% fg	56 15%	41 14%	43 11%	56 19% l
65 - 74	64 9%	22 9%	20 9%	22 10%	39 12% e	24 7%	- -%	- -%	64 29% fgi	64 9% fg	28 8%	35 11%	9 2%	55 18% l
75+	60 9%	18 8%	18 8%	24 11%	24 7%	36 10%	- -%	- -%	60 27% fgi	60 9% fg	22 6%	38 12% j	* *%	60 20% l

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

SOCIAL GRADE

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
A	12 2%	2 1%	9 4% ac	2 1%	6 2%	6 2%	3 1%	6 3%	4 2%	12 2%	12 3% k	- -%	8 2%	4 1%
B	160 23%	42 18%	57 26%	60 27% a	81 25%	79 22%	42 19%	69 29% f	49 22%	160 23%	160 43% k	- -%	109 29% m	50 17%
C1	200 29%	68 29%	71 32%	61 27%	103 31%	97 27%	77 35% h	69 29%	54 24%	200 29%	200 54% k	- -%	125 33% m	75 25%
C2	121 18%	43 19%	38 17%	40 18%	59 18%	62 18%	39 18%	43 18%	39 17%	121 18%	- -%	121 39% j	84 22% m	37 12%
D	94 14%	41 18% b	22 10%	31 14%	43 13%	51 15%	34 15%	31 13%	29 13%	94 14%	- -%	94 31% j	51 13%	43 14%
E	91 13%	35 15%	28 12%	29 13%	35 11%	56 16% d	27 12%	18 8%	47 21% fgi	91 13% g	- -%	91 30% j	3 1%	89 30% l
SUMMARY CODES														
AB	172 25%	44 19%	66 29% a	62 28% a	87 27%	85 24%	45 20%	75 32% fh	52 24%	172 25%	172 46% k	- -%	117 31% m	55 18%
DE	186 27%	76 33% b	49 22%	61 27%	78 24%	108 30%	61 27%	49 21%	76 34% gi	186 27%	- -%	186 61% j	54 14%	132 44% l
ABC1	373 55%	112 48%	137 61% a	123 55%	190 58%	183 52%	122 55%	144 61% h	106 48%	373 55%	373 100% k	- -%	243 64% m	130 43%
C2DE	307 45%	119 51% b	88 39%	100 45%	137 42%	170 48%	100 45%	92 39%	114 51% g	307 45%	- -%	307 100% j	138 36%	168 56% l
Refused	2 *% *	2 1%	- -%	* *% *	1 *% *	1 *% *	- -%	- -%	2 1%	2 *% *	- -%	- -%	- -%	2 1%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QA4. Are you unable to leave your home without help, because you are ill or disabled? (SINGLE CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes	31 5%	9 4%	12 5%	10 4%	6 2%	25 7% d	5 2%	5 2%	21 10% fji	31 5%	9 2%	22 7% j	6 2%	25 8% l
No	629 92%	221 95% c	211 94% c	196 88%	311 95% e	317 90%	216 97% ghi	218 92%	195 88%	629 92% h	347 93%	281 92%	363 95% m	265 89%
Refused	22 3%	2 1%	1 1%	18 8% ab	10 3%	12 3%	2 1%	13 6% f	7 3%	22 3%	17 5% k	4 1%	12 3%	10 3%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC1. Approximately how many items of post - including letters, cards and parcels - have you personally sent in the last month? (SINGLE CODE) PROMPTED

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
None - not sent any items in the last month	120 18%	35 15%	36 16%	49 22%	62 19%	58 16%	52 23% gh	35 15%	33 15%	120 18%	48 13%	71 23% j	61 16%	59 20%
1 or 2 items sent in the last month	145 21%	52 23%	47 21%	45 20%	64 20%	81 23%	54 24%	51 22%	39 18%	145 21%	78 21%	67 22%	78 20%	67 22%
3 or 4 items sent in the last month	126 19%	38 16%	41 18%	47 21%	61 19%	66 19%	42 19%	49 21%	36 16%	126 19%	73 19%	54 18%	72 19%	54 18%
5 to 10 items sent in the last month	187 28%	70 30%	61 27%	56 25%	98 30%	89 25%	53 24%	58 25%	76 34% fgj	187 28%	113 30%	74 24%	107 28%	81 27%
11 to 20 items sent in the last month	65 9%	19 8%	26 12%	19 9%	27 8%	37 11%	6 3%	26 11% f	32 14% fi	65 9% f	40 11%	25 8%	38 10%	26 9%
21 to 30 items sent in the last month	15 2%	2 1%	8 3% a	5 2%	5 2%	10 3%	2 1%	11 5% fhi	1 1%	15 2%	11 3%	4 1%	11 3%	3 1%
31 to 50 items sent in the last month	8 1%	3 1%	3 1%	2 1%	4 1%	4 1%	3 1%	4 2%	2 1%	8 1%	2 1%	6 2%	7 2%	2 1%
Over 50 items sent in the last month	3 *%	2 1%	1 *%	* *%	2 1%	1 *%	1 1%	1 *%	1 *%	3 *%	2 *%	1 *%	2 1%	1 *%
SUMMARY CODES														
NONE	120 18%	35 15%	36 16%	49 22%	62 19%	58 16%	52 23% gh	35 15%	33 15%	120 18%	48 13%	71 23% j	61 16%	59 20%
1-4 ITEMS SENT IN THE LAST MONTH	271 40%	91 39%	88 39%	92 41%	124 38%	147 41%	96 43% h	100 42%	75 34%	271 40%	150 40%	121 39%	150 39%	121 40%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC1. Approximately how many items of post - including letters, cards and parcels - have you personally sent in the last month? (SINGLE CODE) PROMPTED

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
5-10 ITEMS SENT IN THE LAST MONTH	187 28%	70 30%	61 27%	56 25%	98 30%	89 25%	53 24%	58 25%	76 34% fgi	187 28%	113 30%	74 24%	107 28%	81 27%
11+ ITEMS SENT IN THE MONTH	90 13%	26 11%	38 17%	26 12%	38 12%	52 15%	13 6%	42 18% f	35 16% f	90 13% f	55 15%	35 11%	58 15%	31 10%
SENT ANY ITEMS IN THE LAST MONTH	548 80%	187 80%	187 83%	175 78%	261 80%	287 81%	162 73%	200 85% f	186 84% f	548 80% f	318 85% k	230 75%	315 83%	233 78%
Don't know	13 2%	11 5% bc	2 1%	- -%	4 1%	9 3%	9 4%	1 1% g	3 1%	13 2%	7 2%	5 2%	5 1%	8 3%
Mean number of items sent in last month	5.9	6.2	6.4 c	5.2	5.8	6.0	4.8	6.7 f	6.1 f	5.9 f	6.6 k	5.1	6.7 m	4.9
Standard deviation	7.99	8.96	8.16	6.67	8.26	7.73	8.47	8.41	6.91	7.99	7.98	7.94	9.14	6.09
Standard error	.23	.45	.41	.33	.35	.31	.47	.41	.33	.23	.32	.33	.37	.25
Mean number of letters and cards sent in last month	5.1	5.3	5.7 c	4.3	5.1	5.0	4.0	5.6 f	5.4 f	5.1 f	5.6 k	4.4	5.7 m	4.3
Standard deviation	7.28	8.51	7.33	5.90	7.60	6.99	7.92	7.57	6.21	7.28	7.41	7.09	8.24	5.77
Standard error	.21	.45	.37	.29	.32	.28	.45	.37	.30	.21	.30	.30	.34	.24
Mean number of parcels sent in last month	.9	1.1 b	.7	.8	.8	.9	.8	1.1 h	.6	.9 h	1.0 k	.7	1.0 m	.7
Standard deviation	2.22	2.33	1.58	2.63	1.85	2.52	2.08	2.77	1.59	2.22	2.42	1.95	2.57	1.68
Standard error	.06	.12	.08	.13	.08	.10	.11	.14	.07	.06	.10	.08	.11	.07

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED

Base : All who have personally sent any items of post in the last month

	Q3 2012 MONTH			GENDER		AGE (2)				SEG (2)		WORKING STATUS		
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	988	337	331	320	450	538	241	353	394	988	549	438	502	486
Effective Weighted Sample	543	193	180	171	249	294	149	194	203	543	309	234	276	280
Total	548	187	187	175	261	287	162	200	186	548	318	230	315	233
None - not sent any parcels in the last month	325 59%	88 47%	119 64% a	118 68% a	152 58%	173 60%	89 55%	111 55%	126 67% fgi	325 59%	169 53%	156 68% j	176 56%	149 64%
1 or 2 parcels sent in the last month	144 26%	56 30%	48 26%	40 23%	72 28%	72 25%	42 26%	60 30%	41 22%	144 26%	108 34% k	36 16%	93 30% m	51 22%
3 or 4 parcels sent in the last month	28 5%	11 6%	11 6%	5 3%	12 5%	15 5%	6 3%	14 7%	8 4%	28 5%	16 5%	12 5%	12 4%	16 7%
5 to 10 parcels sent in the last month	24 4%	8 4%	8 4%	8 5%	8 3%	16 6%	11 7% h	8 4%	5 3%	24 4%	12 4%	12 5%	15 5%	10 4%
11 to 20 parcels sent in the last month	4 1%	3 1%	* *% a	1 1%	3 1%	1 *% a	1 *% a	2 1%	2 1%	4 1%	2 1%	2 1%	4 1%	1 *% a
21 to 30 parcels sent in the last month	1 *% a	- -% a	- -% a	1 1% a	- -% a	1 *% a	- -% a	1 1% a	- -% a	1 *% a	1 *% a	- -% a	1 *% a	- -% a
31 to 50 parcels sent in the last month	* *% a	- -% a	- -% a	* *% a	- -% a	* *% a	* *% a	- -% a	- -% a	* *% a	- -% a	* *% a	- -% a	* *% a
SUMMARY CODES														
NONE	325 59%	88 47%	119 64% a	118 68% a	152 58%	173 60%	89 55%	111 55%	126 67% fgi	325 59%	169 53%	156 68% j	176 56%	149 64%
LESS THAN 3 PARCELS (1-2 PARCELS)	144 26%	56 30%	48 26%	40 23%	72 28%	72 25%	42 26%	60 30%	41 22%	144 26%	108 34% k	36 16%	93 30% m	51 22%
LESS THAN 5 PARCELS (1-4 PARCELS)	172 31%	67 36% c	59 32%	46 26%	85 33%	87 30%	48 30%	74 37% h	49 26%	172 31%	123 39% k	48 21%	105 33%	66 29%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED

Base : All who have personally sent any items of post in the last month

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	988	337	331	320	450	538	241	353	394	988	549	438	502	486
Effective Weighted Sample	543	193	180	171	249	294	149	194	203	543	309	234	276	280
Total	548	187	187	175	261	287	162	200	186	548	318	230	315	233
1-10 PARCELS	196 36%	75 40%	67 36%	54 31%	93 36%	103 36%	59 37%	83 41%	54 29%	196 36%	136 43%	60 26%	120 38%	76 33%
11+ PARCELS	6 1%	3 1%	* *%	2 1%	3 1%	2 1%	1 *%	3 2%	2 1%	6 1%	4 1%	2 1%	5 2%	1 *%
SENT ANY PARCELS IN THE LAST MONTH	202 37%	78 42%	68 36%	56 32%	96 37%	105 37%	60 37%	86 43%	56 30%	202 37%	140 44%	62 27%	125 40%	77 33%
Don't know	21 4%	21 11%	- -%	- -%	12 5%	9 3%	13 8%	3 2%	5 3%	21 4%	9 3%	12 5%	14 4%	7 3%
Mean number of parcels sent in last month	1.1	1.4 b	.9	1.1	1.0	1.2	1.2 ghi	1.3 h	.8 h	1.1 h	1.2	.9	1.2 m	.9
Standard deviation	2.44	2.56	1.70	2.94	2.03	2.76	2.38	2.98	1.71	2.44	2.58	2.22	2.79	1.86
Standard error	.08	.15	.09	.16	.10	.12	.16	.16	.09	.08	.11	.11	.13	.09

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
None - not sent any parcels in the last month	445 65%	123 53%	155 69% a	168 75% a	215 66%	231 65%	141 63%	146 62%	159 71% g	445 65%	217 58%	227 74% j	237 62%	208 69% l
1 or 2 parcels sent in the last month	144 21%	56 24%	48 21%	40 18%	72 22%	72 20%	42 19%	60 26%	41 19%	144 21%	108 29% k	36 12%	93 24% m	51 17%
3 or 4 parcels sent in the last month	28 4%	11 5%	11 5%	5 2%	12 4%	15 4%	6 3%	14 6%	8 4%	28 4%	16 4%	12 4%	12 3%	16 5%
5 to 10 parcels sent in the last month	24 4%	8 4%	8 4%	8 4%	8 3%	16 5%	11 5%	8 3%	5 2%	24 4%	12 3%	12 4%	15 4%	10 3%
11 to 20 parcels sent in the last month	4 1%	3 1%	* *% a	1 1%	3 1%	1 *% a	1 *% a	2 1%	2 1%	4 1%	2 1%	2 1%	4 1%	1 *% l
21 to 30 parcels sent in the last month	1 *% a	- -% a	- -% a	1 1%	- -% a	1 *% a	- -% a	1 1%	- -% a	1 *% a	1 *% a	- -% a	1 *% a	- -% a
31 to 50 parcels sent in the last month	* *% a	- -% a	- -% a	* *% a	- -% a	* *% a	* *% a	- -% a	- -% a	* *% a	- -% a	* *% a	- -% a	* *% a
SUMMARY CODES														
NONE	445 65%	123 53%	155 69% a	168 75% a	215 66%	231 65%	141 63%	146 62%	159 71% g	445 65%	217 58%	227 74% j	237 62%	208 69% l
LESS THAN 3 PARCELS (1-2 PARCELS)	144 21%	56 24%	48 21%	40 18%	72 22%	72 20%	42 19%	60 26%	41 19%	144 21%	108 29% k	36 12%	93 24% m	51 17%
LESS THAN 5 PARCELS (1-4 PARCELS)	172 25%	67 29% c	59 26%	46 20%	85 26%	87 25%	48 22%	74 32% fh	49 22%	172 25%	123 33% k	48 16%	105 28%	66 22%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC2. And how many of these items sent in the last month were parcels rather than letters or cards? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
1-10 PARCELS	196 29%	75 32% c	67 30%	54 24%	93 29%	103 29%	59 27%	83 35% h	54 24%	196 29%	136 36% k	60 20%	120 31%	76 25%
11+ PARCELS	6 1%	3 1%	* *%	2 1%	3 1%	2 1%	1 *%	3 1%	2 1%	6 1%	4 1%	2 1%	5 1%	1 *%
SENT ANY PARCELS IN THE LAST MONTH	202 30%	78 33% c	68 30%	56 25%	96 29%	105 30%	60 27%	86 36% fh	56 25%	202 30%	140 37% k	62 20%	125 33% m	77 26%
Don't know	34 5%	32 14% bc	2 1%	- -%	16 5%	18 5%	22 10%	4 2%	8 4%	34 5%	16 4%	17 6%	19 5%	15 5%
Mean number of parcels sent in last month	.9	1.1 b	.7	.8	.8	.9	.8	1.1 h	.6	.9 h	1.0 k	.7	1.0 m	.7
Standard deviation	2.22	2.33	1.58	2.63	1.85	2.52	2.08	2.77	1.59	2.22	2.42	1.95	2.57	1.68
Standard error	.06	.12	.08	.13	.08	.10	.11	.14	.07	.06	.10	.08	.11	.07

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

SUMMARY OF ITEMS SENT IN THE LAST MONTH

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
SENT ANY LETTERS OR CARDS IN THE LAST MONTH	531 78%	179 77%	181 80%	171 77%	253 77%	278 79%	153 69%	193 82%	186 83%	531 78%	309 83%	222 73%	305 80%	226 75%
SENT ANY PARCELS IN THE LAST MONTH	202 30%	78 33%	68 30%	56 25%	96 29%	105 30%	60 27%	86 36%	56 25%	202 30%	140 37%	62 20%	125 33%	77 26%
SENT BOTH LETTERS OR CARDS AND PARCELS IN THE LAST MONTH	185 27%	70 30%	62 28%	53 24%	89 27%	96 27%	51 23%	79 33%	55 25%	185 27%	130 35%	55 18%	115 30%	70 23%
ONLY SENT LETTERS OR CARDS, NO PARCELS IN THE LAST MONTH	346 51%	109 47%	119 53%	118 53%	165 50%	182 51%	102 46%	114 48%	131 59%	346 51%	178 48%	168 55%	190 50%	156 52%
ONLY SENT PARCELS, NO LETTERS OR CARDS IN THE LAST MONTH	17 2%	8 3%	6 3%	3 1%	8 2%	9 3%	9 4%	7 3%	1 *%	17 2%	9 3%	8 2%	10 3%	7 2%
NOT SENT ANY LETTERS OR CARDS OR PARCELS IN THE LAST MONTH	133 20%	46 20%	38 17%	49 22%	66 20%	67 19%	60 27%	36 15%	36 16%	133 20%	55 15%	77 25%	66 17%	67 22%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC3. Approximately how many items of post - including letters, cards and parcels - have you personally sent to the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED

Base : All in Northern Ireland who have personally sent any items of post in the last month

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)			WORKING STATUS		
	Total	JULY a	AUG b	SEPT ~c	MALE d	FEMALE e	16-34 ~f	35-54 g	55+ ~h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	144	50	50	44	64	80	37	59	48	144	72	72	81	63
Effective Weighted Sample	100	35	35	32	45	55	25	43	34	100	49	51	58	44
Total	15	5	4	5	6	8	4	6	4	15	7	8	9	5
None - not sent any items to R.O.I. in the last month	13	5	4	**	6	7	**	6	**	13	6	7	9	4
	89%	87%	96%	**	87%	91%	**	90%	**	89%	86%	92%	94%	82%
1 or 2 items sent to R.O.I. in the last month	1	1	*	**	*	1	**	1	**	1	1	*	1	1
	8%	10%	3%	**	6%	9%	**	9%	**	8%	10%	6%	6%	10%
3 or 4 items sent to R.O.I. in the last month	*	*	-	**	*	-	**	-	**	*	*	*	-	*
	1%	2%	-%	**	3%	-%	**	-%	**	1%	1%	1%	-%	4%
5 to 10 items sent to R.O.I. in the last month	*	-	*	**	*	-	**	*	**	*	*	*	*	*
	1%	-%	1%	**	3%	-%	**	*%	**	1%	3%	*%	*%	3%
SUMMARY CODES														
NONE	13	5	4	**	6	7	**	6	**	13	6	7	9	4
	89%	87%	96%	**	87%	91%	**	90%	**	89%	86%	92%	94%	82%
LESS THAN 3 ITEMS (1-2 ITEMS)	1	1	*	**	*	1	**	1	**	1	1	*	1	1
	8%	10%	3%	**	6%	9%	**	9%	**	8%	10%	6%	6%	10%
LESS THAN 5 ITEMS (1-4 ITEMS)	1	1	*	**	1	1	**	1	**	1	1	1	1	1
	9%	13%	3%	**	9%	9%	**	9%	**	9%	11%	7%	6%	14%
1-10 ITEMS	2	1	*	**	1	1	**	1	**	2	1	1	1	1
	11%	13%	4%	**	12%	9%	**	10%	**	11%	14%	7%	6%	18%
SENT ANY ITEMS IN THE LAST MONTH	2	1	*	**	1	1	**	1	**	2	1	1	1	1
	11%	13%	4%	**	12%	9%	**	10%	**	11%	14%	7%	6%	18%
Don't know	*	*	-	**	*	-	**	-	**	*	-	*	-	*
	*%	*%	-%	**	*%	-%	**	-%	**	*%	-%	*%	-%	*%
Mean number of items sent to the Republic of Ireland in the last month	.3	.3	.1	**	.4	.1	**	.2	**	.3	.4	.2	.1	.6
Standard deviation	1.10	.78	.65	**	1.63	.52	**	.64	**	1.10	1.48	.69	.54	1.78
Standard error	.09	.11	.09	**	.21	.06	**	.08	**	.09	.17	.08	.06	.23
Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m														

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED

Base : All who have personally sent any items of post in the last month

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	988	337	331	320	450	538	241	353	394	988	549	438	502	486
Effective Weighted Sample	543	193	180	171	249	294	149	194	203	543	309	234	276	280
Total	548	187	187	175	261	287	162	200	186	548	318	230	315	233
Up to 50p	63 11%	13 7%	12 6%	38 22% ab	30 12%	32 11%	14 9%	27 14%	21 11%	63 11%	30 9%	32 14%	29 9%	34 15% l
51p to £1.00	44 8%	19 10% b	7 4%	18 10% b	23 9%	21 7%	18 11%	14 7%	12 6%	44 8%	17 5%	27 12% j	25 8%	19 8%
£1.01 to £2.00	81 15%	23 12%	31 17%	27 15%	39 15%	42 15%	24 15%	28 14%	29 15%	81 15%	41 13%	40 17%	43 14%	38 16%
£2.01 to £4.00	82 15%	34 18%	26 14%	21 12%	34 13%	48 17%	25 16%	25 12%	32 17%	82 15%	47 15%	35 15%	48 15%	34 15%
£4.01 to £6.00	74 13%	23 12%	28 15%	23 13%	37 14%	37 13%	18 11%	24 12%	32 17%	74 13%	55 17% k	19 8%	42 13%	31 14%
£6.01 to £10.00	58 11%	14 8%	31 17% ac	13 7%	32 12%	25 9%	11 7%	24 12%	23 12%	58 11%	41 13% k	17 7%	39 12%	19 8%
£10.01 to £20.00	66 12%	22 12%	25 13%	19 11%	30 11%	37 13%	28 17% h	25 12%	13 7%	66 12%	40 13%	26 11%	41 13%	25 11%
£20.01 to £30.00	19 3%	7 4%	7 4%	4 2%	9 3%	10 3%	5 3%	10 5%	4 2%	19 3%	12 4%	7 3%	13 4%	6 2%
£30.01 to £40.00	8 1%	3 2%	2 1%	2 1%	2 1%	5 2%	5 3% h	2 1%	* *% h	8 1%	7 2%	1 *% h	6 2%	2 1%
£40.01 to £50.00	3 1%	1 1%	2 1%	* *% h	2 1%	1 *% h	- -% h	3 2%	- -% h	3 1%	2 1%	1 1%	2 1%	1 *% h
Over £50.00	5 1%	3 2%	* *% h	1 1%	1 *% h	4 1%	1 1%	2 1%	1 1%	5 1%	3 1%	1 *% h	3 1%	1 1%
SUMMARY CODES														
UP TO £1.00	107 20%	32 17% b	19 10%	56 32% ab	53 20%	53 19%	33 20%	41 21%	33 18%	107 20%	47 15%	60 26% j	54 17%	53 23%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED

Base : All who have personally sent any items of post in the last month

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	988	337	331	320	450	538	241	353	394	988	549	438	502	486
Effective Weighted Sample	543	193	180	171	249	294	149	194	203	543	309	234	276	280
Total	548	187	187	175	261	287	162	200	186	548	318	230	315	233
£1.01 TO £4.00	163 30%	57 31%	58 31%	48 28%	73 28%	90 31%	50 31%	53 26%	61 32%	163 30%	88 28%	75 33%	91 29%	72 31%
£4.01 TO £10.00	131 24%	37 20%	59 32%	36 20%	69 27%	62 22%	29 18%	48 24%	55 30%	131 24%	96 30%	36 16%	81 26%	50 22%
£10.00+	100 18%	37 20%	37 20%	26 15%	43 17%	57 20%	39 24%	43 22%	18 10%	100 18%	64 20%	36 16%	65 21%	35 15%
Don't know	46 8%	23 13%	14 8%	9 5%	21 8%	25 9%	12 7%	15 7%	20 11%	46 8%	23 7%	24 10%	24 8%	22 9%
Mean amount spent on postage in the last month in £s	7.33	8.25 c	7.83 c	5.87	6.52	8.08 d	8.17 h	8.39 h	5.45	7.33 h	8.15 k	6.17	8.25 m	6.09
Standard deviation	11.10	12.41	8.70	11.89	7.94	13.33	11.62	13.18	7.30	11.10	11.60	10.26	12.47	8.80
Standard error	.38	.73	.51	.70	.40	.62	.79	.76	.39	.38	.53	.52	.60	.42
Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m														

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.**QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED**

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Up to 50p	63 9%	13 6%	12 5%	38 17% ab	30 9%	32 9%	14 6%	27 11%	21 10%	63 9%	30 8%	32 11%	29 8%	34 11%
51p to £1.00	44 7%	19 8% b	7 3%	18 8% b	23 7%	21 6%	18 8%	14 6%	12 5%	44 7%	17 5%	27 9% j	25 7%	19 6%
£1.01 to £2.00	81 12%	23 10%	31 14%	27 12%	39 12%	42 12%	24 11%	28 12%	29 13%	81 12%	41 11%	40 13%	43 11%	38 13%
£2.01 to £4.00	82 12%	34 15%	26 12%	21 10%	34 11%	48 13%	25 11%	25 10%	32 14%	82 12%	47 13%	35 11%	48 13%	34 11%
£4.01 to £6.00	74 11%	23 10%	28 13%	23 10%	37 11%	37 10%	18 8%	24 10%	32 15% f	74 11%	55 15% k	19 6%	42 11%	31 11%
£6.01 to £10.00	58 8%	14 6%	31 14% ac	13 6%	32 10%	25 7%	11 5%	24 10% f	23 10% f	58 8%	41 11% k	17 5%	39 10%	19 6%
£10.01 to £20.00	66 10%	22 10%	25 11%	19 8%	30 9%	37 10%	28 13% h	25 10%	13 6%	66 10%	40 11%	26 8%	41 11%	25 8%
£20.01 to £30.00	19 3%	7 3%	7 3%	4 2%	9 3%	10 3%	5 2%	10 4%	4 2%	19 3%	12 3%	7 2%	13 3%	6 2%
£30.01 to £40.00	8 1%	3 1%	2 1%	2 1%	2 1%	5 2%	5 2% h	2 1%	* *% h	8 1%	7 2%	1 *% h	6 1%	2 1%
£40.01 to £50.00	3 *% h	1 *% h	2 1% h	* *% h	2 1% h	1 *% h	- -% h	3 1% h	- -% h	3 *% h	2 1% h	1 *% h	2 1% h	1 *% h
Over £50.00	5 1%	3 1%	* *% h	1 1% h	1 *% h	4 1% h	1 *% h	2 1% h	1 1% h	5 1% h	3 1% h	1 *% h	3 1% h	1 *% h
SUMMARY CODES														
UP TO £1.00	107 16%	32 14%	19 8%	56 25% ab	53 16%	53 15%	33 15%	41 18%	33 15%	107 16%	47 13%	60 19% j	54 14%	53 18%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
£1.01 TO £4.00	163 24%	57 25%	58 26%	48 22%	73 22%	90 25%	50 22%	53 22%	61 27%	163 24%	88 24%	75 24%	91 24%	72 24%
£4.01 TO £10.00	131 19%	37 16%	59 26% ac	36 16%	69 21%	62 18%	29 13%	48 20% f	55 25% f	131 19% f	96 26% k	36 12%	81 21%	50 17%
£10.00+	100 15%	37 16%	37 16%	26 12%	43 13%	57 16%	39 18% h	43 18% h	18 8%	100 15% h	64 17% k	36 12%	65 17% m	35 12%
NO ITEMS SENT	133 20%	46 20%	38 17%	49 22%	66 20%	67 19%	60 27% ghi	36 15%	36 16%	133 20%	55 15%	77 25% j	66 17%	67 22%
Don't know	46 7%	23 10% c	14 6%	9 4%	21 7%	25 7%	12 5%	15 6%	20 9%	46 7%	23 6%	24 8%	24 6%	22 7%
Mean amount spent on postage in the last month in £s	5.75	6.41 c	6.39 c	4.46	5.08	6.39 d	5.75 h	6.96 h	4.46	5.75 h	6.84 k	4.46	6.67 m	4.61
Standard deviation	10.28	11.45	8.43	10.66	7.51	12.30	10.43	12.41	6.93	10.28	11.04	9.14	11.66	8.08
Standard error	.31	.60	.44	.55	.33	.51	.59	.64	.34	.31	.46	.40	.50	.34

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC5. SHOWCARD Which of these types of mail would you say you have personally sent in the last month by post? (MULTI CODE)

Base : All who have personally sent any items of post in the last month

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	988	337	331	320	450	538	241	353	394	988	549	438	502	486
Effective Weighted Sample	543	193	180	171	249	294	149	194	203	543	309	234	276	280
Total	548	187	187	175	261	287	162	200	186	548	318	230	315	233
Invitations/ greetings cards/ postcards	322 59%	102 55%	119 64%	101 58%	125 48%	197 69% d	83 52%	116 58%	122 66% f	322 59%	192 60%	130 57%	185 59%	137 59%
Formal letters to organisations or individuals	239 44%	90 48%	76 41%	73 42%	130 50% e	108 38%	74 46%	97 48% h	68 36%	239 44%	145 46%	93 41%	149 47% m	90 39%
Larger parcels - that will not fit through a letterbox	202 37%	78 42%	68 36%	56 32%	96 37%	105 37%	60 37%	86 43% h	56 30%	202 37%	140 44% k	62 27%	125 40%	77 33%
Personal letters (e.g. to a friend or relative)	191 35%	54 29%	86 46% ac	50 29%	92 35%	98 34%	46 28%	69 34%	76 41% f	191 35%	106 33%	84 37%	100 32%	91 39%
Payment for bills/ invoices/ statements	178 33%	69 37% b	46 25%	64 36% b	89 34%	90 31%	40 25%	66 33%	72 39% f	178 33%	105 33%	73 32%	107 34%	72 31%
Smaller parcels - that will fit through a letterbox	97 18%	42 22% b	23 12%	32 19%	48 19%	49 17%	33 20% h	41 21% h	23 12%	97 18%	71 22% k	26 11%	68 21% m	29 13%
Any other type of mail sent	12 2%	4 2%	4 2%	4 2%	8 3%	3 1%	4 2%	4 2%	3 2%	12 2%	9 3%	3 1%	8 2%	4 2%
Don't know	6 1%	1 1%	- -%	4 3% b	3 1%	2 1%	- -%	4 2%	2 1%	6 1%	2 1%	4 2%	5 2%	* *%
SUMMARY CODES														
ANY LETTERS (PERSONAL OR FORMAL)	366 67%	120 64%	138 74% ac	108 62%	186 71% e	180 63%	104 64%	139 70%	124 66%	366 67%	218 69%	148 64%	211 67%	155 67%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC5. SHOWCARD Which of these types of mail would you say you have personally sent in the last month by post? (MULTI CODE)

Base : All who have personally sent any items of post in the last month

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	988	337	331	320	450	538	241	353	394	988	549	438	502	486
Effective Weighted Sample	543	193	180	171	249	294	149	194	203	543	309	234	276	280
Total	548	187	187	175	261	287	162	200	186	548	318	230	315	233
ANY PARCELS (SMALLER OR LARGER PARCELS)	212	80	72	60	100	112	64	90	57	212	146	66	132	80
	39%	43%	38%	34%	38%	39%	40%	45%	31%	39%	46%	29%	42%	34%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

Table 25

QC6. SHOWCARD As well as 1st and 2nd class stamps for standard letters or cards, there is another type of stamp for larger items - which shows the word 'Large' on the stamp. Before today had you heard of Large Letter stamps? (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
No, never heard of this	311 46%	105 45%	91 40%	115 51%	164 50%	147 41%	105 47%	93 39%	113 51%	311 46%	141 38%	170 55%	145 38%	166 55%
Yes, and have bought	194 28%	66 28%	66 29%	62 28%	84 26%	110 31%	54 24%	80 34%	60 27%	194 28%	131 35%	63 20%	136 36%	58 19%
Yes, but have not bought	170 25%	59 25%	66 29%	45 20%	78 24%	92 26%	63 28%	60 26%	47 21%	170 25%	96 26%	72 24%	97 25%	73 25%
TOTAL HEARD OF LARGE LETTER STAMPS	364 53%	125 54%	132 59%	108 48%	161 49%	203 57%	117 53%	140 59%	107 48%	364 53%	227 61%	135 44%	233 61%	131 44%
Don't know	6 1%	3 1%	2 1%	1 *	1 *	5 1%	1 *	3 1%	2 1%	6 1%	4 1%	2 1%	3 1%	3 1%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.**Table 26**

QC7. SHOWCARD Please take a look at these items that would need a Large Letter stamp to be sent through the post. Having now seen these items that would require a Large Letter stamp. Before today, did you understand when to use a Large Letter stamp? (SINGLE CODE)

Base : All aware of Large Letter stamps

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)			WORKING STATUS		
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	657	241	210	206	278	379	179	244	234	657	385	269	369	288
Effective Weighted Sample	359	131	121	108	153	206	106	138	117	359	220	137	206	162
Total	364	125	132	108	161	203	117	140	107	364	227	135	233	131
Yes, fully	216 59%	65 52%	82 62%	69 64%	96 59%	120 59%	61 52%	94 67%	61 57%	216 59%	148 65%	67 50%	150 64%	66 50%
Yes, to some extent	98 27%	39 31%	32 25%	27 25%	43 27%	55 27%	37 31%	31 22%	30 28%	98 27%	53 23%	44 33%	60 26%	38 29%
TOTAL UNDERSTAND WHEN TO USE LARGE LETTER STAMPS	314 86%	103 83%	115 87%	96 89%	139 86%	175 86%	97 83%	125 89%	91 85%	314 86%	201 89%	111 82%	210 90%	104 79%
No	48 13%	21 17%	17 13%	10 9%	22 14%	26 13%	19 16%	13 10%	15 14%	48 13%	24 10%	24 17%	21 9%	26 20%
Don't know	3 1%	1 1%	- -%	2 2%	1 *%	2 1%	* *%	2 1%	1 1%	3 1%	2 1%	* *%	2 1%	1 1%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.**Table 27**

QC7. SHOWCARD Please take a look at these items that would need a Large Letter stamp to be sent through the post. Having now seen these items that would require a Large Letter stamp. Before today, did you understand when to use a Large Letter stamp? (SINGLE CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)			WORKING STATUS		
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes, fully	216 32%	65 28%	82 37% a	69 31%	96 29%	120 34%	61 27%	94 40% fhi	61 27%	216 32%	148 40% k	67 22%	150 39% m	66 22%
Yes, to some extent	98 14%	39 17%	32 14%	27 12%	43 13%	55 15%	37 16%	31 13%	30 14%	98 14%	53 14%	44 14%	60 16%	38 13%
TOTAL UNDERSTAND WHEN TO USE LARGE LETTER STAMPS	314 46%	103 44%	115 51%	96 43%	139 42%	175 49%	97 44%	125 53% h	91 41%	314 46%	201 54% k	111 36%	210 55% m	104 35%
No	48 7%	21 9% c	17 8%	10 4%	22 7%	26 7%	19 9%	13 6%	15 7%	48 7%	24 6%	24 8%	21 6%	26 9%
Don't know	3 *%	1 *%	- -%	2 1%	1 *%	2 1%	* *%	2 1%	1 *%	3 *%	2 1%	* *%	2 1%	1 *%
NOT AWARE OF LARGE LETTER STAMPS	317 47%	108 46%	93 41%	116 52% b	166 51% e	151 43%	106 47%	96 41%	115 52% g	317 47%	145 39%	171 56% j	148 39%	169 56% l

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC8. SHOWCARD Which, if any, of these Royal Mail services have you used to send letters cards or parcels in the last twelve months? (MULTI CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Recorded Signed For - with proof of posting and a signature collected on delivery, prices start from 95p plus normal postage	307 45%	116 50% c	103 46%	88 40%	131 40%	177 50% d	99 45%	123 52% h	85 38%	307 45%	194 52% k	113 37%	209 55% m	98 33%
Special Delivery Next Day - guaranteed to be delivered by 1.00pm the next day, prices start at £5.90, with compensation if the item does not arrive on time	137 20%	48 21%	37 16%	52 23%	71 22%	66 19%	49 22% h	58 24% h	30 14%	137 20% h	88 24% k	49 16%	101 26% m	36 12%
Special Delivery by 9.00am - guaranteed to be delivered by 9.00am the next day, prices start at £16.70, with compensation if the item does not arrive on time	73 11%	28 12% b	14 6%	31 14% b	37 11%	36 10%	25 11%	33 14% h	15 7%	73 11%	46 12%	26 9%	49 13% m	24 8%
Redirection services - continue to receive mail that is addressed to your previous address when you move home, from £12.50 for one month to £47.00 for one year	20 3%	3 1%	12 5% a	5 2%	11 3%	9 2%	7 3%	9 4%	4 2%	20 3%	12 3%	8 3%	11 3%	9 3%
None of these	302 44%	97 42%	97 43%	107 48%	154 47%	148 42%	99 45%	87 37%	116 52% gi	302 44%	137 37%	163 53% j	126 33%	176 59% l
Don't know	7 1%	5 2%	* *% *	2 1%	4 1%	2 1%	* *% *	2 1%	5 2% f	7 1%	5 1%	2 1%	3 1%	4 1%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC9. SHOWCARD In the last 12 months, have you received any items through the post that showed your address on the item but were sent to someone that doesn't live at your address? (MULTI CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
No, have not received this type of mail	417 61%	144 62%	138 61%	135 60%	196 60%	221 62%	135 60%	146 62%	136 61%	417 61%	223 60%	192 63%	236 62%	182 61%
Write "Not known at this address" or "Return to sender" on the item, then post it in a post box	122 18%	41 18%	37 17%	43 19%	63 19%	59 17%	49 22%	36 15%	37 17%	122 18%	67 18%	54 18%	72 19%	50 17%
Deliver it yourself to the right person, as you know where they live	57 8%	21 9%	20 9%	16 7%	29 9%	27 8%	15 7%	23 10%	19 9%	57 8%	34 9%	23 8%	32 8%	25 8%
Hand it back to the postman for them to return	45 7%	16 7%	15 7%	14 6%	19 6%	26 7%	8 3%	20 8%	18 8%	45 7%	24 7%	21 7%	25 6%	21 7%
Dispose of or recycle the item, with no further action	36 5%	13 5%	9 4%	15 7%	18 5%	19 5%	15 7%	14 6%	7 3%	36 5%	25 7%	11 4%	22 6%	14 5%
Telephone the sender to tell them of their mistake	3 *%	2 1%	1 *%	* *%	* *%	2 1%	2 1%	* *%	1 *%	3 *%	* *%	3 1%	* *%	2 1%
Anything else	23 3%	4 2%	9 4%	10 5%	13 4%	10 3%	9 4%	5 2%	9 4%	23 3%	12 3%	11 3%	9 2%	14 5%
Can't remember	8 1%	4 2%	2 1%	2 1%	4 1%	4 1%	1 1%	- -%	6 3%	8 1%	2 1%	5 2%	2 *%	6 2%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC10. SHOWCARD Compared with two years ago, would you say that the number of items you send through the post has... (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Increased greatly	(5.0)	42	14	12	16	16	26	13	18	11	42	23	19	25	17
		6%	6%	5%	7%	5%	7%	6%	8%	5%	6%	6%	6%	7%	6%
Increased slightly	(4.0)	47	17	16	15	22	25	21	10	16	47	27	21	20	27
		7%	7%	7%	7%	7%	7%	9%	4%	7%	7%	7%	7%	5%	9%
								g							l
TOTAL INCREASED		89	31	28	30	37	52	33	29	27	89	49	40	45	45
		13%	13%	12%	14%	11%	15%	15%	12%	12%	13%	13%	13%	12%	15%
Stayed the same	(3.0)	414	124	148	143	209	206	136	140	139	414	218	195	226	189
		61%	53%	66%	64%	64%	58%	61%	59%	62%	61%	59%	64%	59%	63%
				a	a										
Decreased slightly	(2.0)	108	47	30	31	51	57	37	42	30	108	67	40	66	42
		16%	20%	13%	14%	16%	16%	17%	18%	13%	16%	18%	13%	17%	14%
			b												
Decreased greatly	(1.0)	59	25	19	16	21	38	14	21	23	59	36	23	38	21
		9%	11%	8%	7%	6%	11%	6%	9%	10%	9%	10%	8%	10%	7%
						d									
TOTAL DECREASED		167	72	49	46	72	95	51	63	53	167	103	63	104	63
		25%	31%	22%	21%	22%	27%	23%	27%	24%	25%	28%	21%	27%	21%
			bc									k			
Don't know		10	5	*	5	9	1	2	4	3	10	2	8	7	3
		1%	2%	*%	2%	3%	*%	1%	2%	1%	1%	1%	3%	2%	1%
			b		b	e						j			
Mean score		2.9	2.8	2.9	2.9	2.9	2.8	2.9	2.8	2.8	2.9	2.8	2.9	2.8	2.9
Standard deviation		.90	.96	.86	.88	.82	.97	.86	.94	.90	.90	.92	.88	.93	.87
Standard error		.03	.05	.04	.04	.03	.04	.05	.05	.04	.03	.04	.04	.04	.04
Columns Tested:		a,b,c - d,e - f,g,h,i - j,k - l,m													

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.**QC11. SHOWCARD Which of these types of mail would you say you are sending more often by post? (MULTI CODE)**

Base : All who say that the number of items sent by post has increased, compared to two years ago

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	171	53	57	61	70	101	68	52	51	171	90	81	81	90
Effective Weighted Sample	91	32	27	32	37	54	35	26	30	91	49	43	40	53
Total	89	31	28	30	37	52	33	29	27	89	49	40	45	45
Formal letters to organisations or individuals	32 36%	11 34%	12 43%	10 33%	14 38%	18 35%	12 37%	8 29%	12 44%	32 36%	15 31%	17 43%	11 25%	21 47%
Personal letters (e.g. to a friend or relative)	25 28%	16 50%	7 24%	2 8%	12 33%	12 24%	3 10%	8 28%	14 50%	25 28%	10 20%	15 37%	9 21%	15 34%
Invitations/ greetings cards/ postcards	22 24%	8 26%	5 19%	8 27%	11 30%	10 20%	4 12%	8 27%	10 36%	22 24%	13 27%	8 21%	10 23%	11 26%
Larger parcels - that will not fit through a letterbox	19 22%	10 31%	4 13%	6 19%	4 11%	15 29%	7 23%	8 27%	4 15%	19 22%	10 20%	9 23%	11 26%	8 18%
Smaller parcels - that will fit through a letterbox	19 21%	7 21%	4 13%	9 28%	7 18%	12 23%	11 33%	5 16%	3 11%	19 21%	13 27%	5 13%	12 27%	6 14%
Payment for bills/ invoices/ statements	12 13%	8 25%	1 5%	2 8%	7 19%	5 9%	5 15%	2 8%	4 16%	12 13%	4 7%	8 20%	4 10%	7 16%
Any other type of mail sent	5 5%	1 3%	1 4%	3 10%	5 13%	* *% e	2 6%	3 10%	- -%	5 5%	4 8%	1 2%	4 9%	1 2%
SUMMARY CODES														
ANY LETTERS (PERSONAL OR FORMAL)	51 57%	21 68%	17 63%	12 39%	21 56%	30 57%	14 41%	15 52%	22 80%	51 57%	23 48%	27 68%	19 43%	32 71%
ANY PARCELS (SMALLER OR LARGER PARCELS)	32 35%	12 39%	6 23%	13 42%	10 28%	21 41%	16 48%	10 35%	6 21%	32 35%	20 40%	12 30%	21 46%	11 25%
Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m														

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC11. SHOWCARD Which of these types of mail would you say you are sending more often by post? (MULTI CODE)

Base : All who say that the number of items sent by post has increased, compared to two years ago

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	171	53	57	61	70	101	68	52	51	171	90	81	81	90
Effective Weighted Sample	91	32	27	32	37	54	35	26	30	91	49	43	40	53
Total	89	31	28	30	37	52	33	29	27	89	49	40	45	45
Don't know	*	-	*	-	-	*	-	-	*	*	*	-	-	*
	*%	-%	*%	-%	-%	*%	-%	-%	*%	*%	*%	-%	-%	*%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC12. SHOWCARD Which of these types of mail would you say you are sending less often by post? (MULTI CODE)

Base : All who say that the number of items sent by post has decreased, compared to two years ago

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	314	125	99	90	126	188	69	120	125	314	179	134	170	144
Effective Weighted Sample	169	78	48	43	71	98	44	65	63	169	100	68	92	83
Total	167	72	49	46	72	95	51	63	53	167	103	63	104	63
Payment for bills/ invoices/ statements	79 47%	35 49%	16 33%	28 60%	39 54%	40 42%	24 48%	33 53%	21 40%	79 47%	50 49%	28 44%	59 56%	21 33%
Personal letters (e.g. to a friend or relative)	74 44%	33 45%	22 45%	19 42%	35 48%	40 42%	26 51%	23 37%	25 47%	74 44%	49 48%	25 39%	48 47%	26 40%
Formal letters to organisations or individuals	58 35%	21 29%	18 36%	20 42%	33 45%	26 27%	18 35%	22 36%	18 34%	58 35%	38 37%	20 32%	38 37%	20 31%
Invitations/ greetings cards/ postcards	54 32%	25 35%	14 29%	14 31%	18 24%	36 38%	14 28%	18 28%	22 41%	54 32%	30 29%	23 37%	28 27%	26 41%
Smaller parcels - that will fit through a letterbox	19 11%	13 19%	4 9%	1 3%	10 15%	8 9%	7 14%	3 5%	8 16%	19 11%	11 11%	8 12%	12 12%	7 11%
Larger parcels - that will not fit through a letterbox	12 7%	8 11%	2 5%	1 3%	6 9%	6 6%	4 8%	2 4%	5 10%	12 7%	9 8%	3 5%	8 8%	3 5%
Any other type of mail sent	4 2%	2 3%	2 4%	* **	3 4%	1 1%	- -%	1 2%	3 5%	4 2%	3 3%	1 2%	2 2%	2 3%
SUMMARY CODES														
ALL SENDING FEWER LETTERS (PERSONAL OR FORMAL)	104 62%	40 55%	31 64%	33 70%	48 66%	56 59%	36 71%	36 58%	31 59%	104 62%	69 67%	35 55%	69 66%	35 55%
ALL SENDING FEWER PARCELS (SMALLER OR LARGER PARCELS)	22 13%	16 22%	4 9%	1 3%	12 17%	10 10%	10 19%	3 5%	9 16%	22 13%	13 12%	9 14%	14 14%	7 11%
Don't know	3 2%	1 1%	2 5%	* **	2 3%	1 1%	1 3%	1 2%	1 2%	3 2%	2 2%	1 2%	1 1%	2 3%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.**QC13. SHOWCARD As your use of post has decreased compared with two years ago, which, if any, of these other forms of communication are you using more instead of post? (MULTI CODE)**

Base : All who say that the number of items sent by post has decreased, compared to two years ago

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	314	125	99	90	126	188	69	120	125	314	179	134	170	144
Effective Weighted Sample	169	78	48	43	71	98	44	65	63	169	100	68	92	83
Total	167	72	49	46	72	95	51	63	53	167	103	63	104	63
Email	115 69%	51 70%	33 68%	31 67%	57 79%	58 60%	37 72%	50 80%	28 52%	115 69%	79 77%	36 56%	86 83%	28 45%
Text messaging/ SMS	51 31%	27 38%	13 26%	11 24%	21 29%	30 32%	21 40%	21 33%	9 18%	51 31%	36 35%	14 22%	38 37%	13 21%
Calls made with a mobile phone	44 26%	26 36%	10 21%	8 17%	21 29%	23 24%	15 29%	18 29%	11 20%	44 26%	25 25%	17 27%	27 26%	17 26%
Social networking websites/ apps	33 20%	18 25%	6 13%	9 19%	17 24%	16 16%	16 31%	14 22%	3 6%	33 20%	22 21%	10 16%	27 26%	6 9%
Calls made with a landline phone	28 17%	15 21%	7 14%	6 14%	8 11%	20 21%	6 12%	9 15%	12 23%	28 17%	17 17%	10 16%	14 13%	15 23%
In person/ face-to-face	22 13%	16 23%	5 10%	1 3%	7 9%	16 17%	6 12%	8 13%	8 15%	22 13%	12 11%	11 17%	12 12%	10 16%
Instant Messaging	14 8%	7 10%	3 6%	4 8%	7 10%	6 7%	9 18%	3 4%	2 4%	14 8%	8 8%	5 8%	11 10%	3 5%
Other types of communication	17 10%	7 9%	3 6%	7 16%	6 9%	11 11%	5 10%	6 9%	6 11%	17 10%	11 10%	6 10%	9 9%	8 13%
ANY INCREASE IN ONLINE (EMAIL/ I.M./ S.N.)	118 71%	53 73%	33 68%	32 70%	58 81%	60 63%	37 72%	51 81%	30 56%	118 71%	79 77%	38 60%	87 83%	31 50%
ANY INCREASE IN CALLS	57 34%	31 43%	14 28%	12 25%	23 32%	34 35%	18 34%	21 33%	18 34%	57 34%	33 32%	22 35%	33 31%	24 38%
ONE TYPE OF COMMUNICATION ONLY	67 40%	22 30%	26 53%	19 41%	31 43%	36 38%	17 33%	27 44%	22 42%	67 40%	42 41%	25 39%	40 39%	27 42%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC13. SHOWCARD As your use of post has decreased compared with two years ago, which, if any, of these other forms of communication are you using more instead of post? (MULTI CODE)

Base : All who say that the number of items sent by post has decreased, compared to two years ago

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	314	125	99	90	126	188	69	120	125	314	179	134	170	144
Effective Weighted Sample	169	78	48	43	71	98	44	65	63	169	100	68	92	83
Total	167	72	49	46	72	95	51	63	53	167	103	63	104	63
MULTIPLE TYPES OF COMMUNICATION	82	43	19	20	36	46	29	34	19	82	51	29	57	25
	49%	59%	40%	43%	50%	48%	56%	53%	37%	49%	50%	46%	55%	39%
		b					h						m	
None in particular	14	8	4	3	5	9	3	1	10	14	5	9	3	11
	8%	10%	8%	6%	7%	9%	7%	1%	19%	8%	5%	15%	3%	17%
									gi			j		l
Don't know	5	*	-	5	*	5	3	1	1	5	5	*	4	1
	3%	*%	-%	10%	*%	5%	5%	2%	2%	3%	5%	*%	3%	2%
				ab										

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC14. SHOWCARD Do you think you have overpaid to post an item in the last 12 months, by putting on a higher value of stamps than you actually needed to? (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Definitely have	(5.0)	34	13	10	11	16	17	12	13	9	34	23	10	23	10
		5%	5%	5%	5%	5%	5%	5%	6%	4%	5%	6%	3%	6%	3%
Probably have	(4.0)	68	20	30	17	28	39	24	34	10	68	38	30	49	19
		10%	9%	14%	8%	9%	11%	11%	14%	4%	10%	10%	10%	13%	6%
				c				h	h		h			m	
PROBABLY/ DEFINITELY HAVE OVERPAID		101	32	41	28	44	57	36	47	19	101	61	40	72	29
		15%	14%	18%	12%	14%	16%	16%	20%	8%	15%	16%	13%	19%	10%
								h	h		h			m	
May or may not have	(3.0)	35	12	9	14	13	22	7	16	12	35	19	15	21	14
		5%	5%	4%	6%	4%	6%	3%	7%	5%	5%	5%	5%	5%	5%
Probably have not	(2.0)	141	61	39	41	66	75	52	44	45	141	76	65	79	62
		21%	26%	17%	18%	20%	21%	23%	19%	20%	21%	20%	21%	21%	21%
			bc												
Definitely have not	(1.0)	332	105	118	109	169	163	101	104	126	332	181	150	172	160
		49%	45%	53%	49%	52%	46%	46%	44%	57%	49%	49%	49%	45%	53%
										fgi				l	i
PROBABLY/ DEFINITELY HAVE NOT OVERPAID		473	165	157	150	235	238	153	148	171	473	256	215	251	222
		69%	71%	70%	67%	72%	67%	69%	63%	77%	69%	69%	70%	66%	74%
										gi				l	i
Don't know		72	23	18	31	35	38	27	25	21	72	36	37	38	35
		11%	10%	8%	14%	11%	11%	12%	11%	9%	11%	10%	12%	10%	12%
Mean score		1.9	1.9	1.9	1.9	1.8	2.0	1.9	2.1	1.7	1.9	2.0	1.8	2.0	1.7
								h	hi		h			m	
Standard deviation		1.24	1.21	1.29	1.22	1.22	1.26	1.26	1.33	1.08	1.24	1.29	1.17	1.32	1.10
Standard error		.04	.06	.07	.06	.05	.05	.07	.07	.05	.04	.05	.05	.05	.05
Columns Tested:		a,b,c - d,e - f,g,h,i - j,k - l,m													

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC15. SHOWCARD Do you think you have underpaid to post an item in the last 12 months, by putting on a lower value of stamps than you actually needed to? (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m	
Significance Level: 95%															
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615	
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355	
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300	
Definitely have	(5.0)	6 1%	1 1%	2 1%	3 1%	4 1%	* *%	3 1%	3 1%	6 1%	4 1%	2 1%	3 1%	3 1%	
Probably have	(4.0)	15 2%	5 2%	7 3%	2 1%	7 2%	8 2%	4 2%	7 3%	4 2%	15 2%	10 3%	5 2%	11 3%	4 1%
PROBABLY/ DEFINITELY HAVE UNDERPAID		21 3%	6 3%	9 4%	6 3%	9 3%	12 3%	4 2%	10 4%	7 3%	21 3%	13 4%	8 2%	14 4%	7 2%
May or may not have	(3.0)	22 3%	6 3%	6 3%	10 4%	11 3%	10 3%	5 2%	10 4%	6 3%	22 3%	12 3%	9 3%	12 3%	9 3%
Probably have not	(2.0)	138 20%	55 24%	46 20%	37 17%	64 20%	74 21%	50 23%	45 19%	43 19%	138 20%	75 20%	63 21%	75 20%	63 21%
Definitely have not	(1.0)	431 63%	141 61%	147 66%	142 64%	210 64%	221 62%	140 63%	146 62%	145 65%	431 63%	238 64%	191 62%	243 64%	188 63%
PROBABLY/ DEFINITELY HAVE NOT UNDERPAID		569 84%	196 84%	193 86%	180 80%	274 84%	295 83%	190 85%	191 81%	188 84%	569 84%	313 84%	254 83%	318 83%	251 84%
Don't know		69 10%	24 10%	17 8%	29 13%	32 10%	37 11%	23 10%	24 10%	22 10%	69 10%	34 9%	36 12%	37 10%	32 11%
Mean score	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.5	1.4	1.4	1.4	1.4	1.4	1.4	
Standard deviation	.76	.73	.77	.78	.75	.77	.64	.85	.77	.76	.79	.73	.78	.73	
Standard error	.02	.04	.04	.04	.03	.03	.04	.04	.04	.02	.03	.03	.03	.03	

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QC16. SHOWCARD Looking to the future... Compared with now, would you say that the number of letters, cards and parcels you will be sending in the post two years from now will have... (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Increased greatly	(5.0)	12 2%	8 3%	2 1%	3 1%	3 1%	9 3%	6 3%	5 2%	2 1%	12 2%	6 2%	6 2%	7 2%	6 2%
Increased slightly	(4.0)	46 7%	15 6%	12 5%	19 9%	20 6%	26 7%	22 10% h	16 7%	8 3%	46 7%	23 6%	23 8%	25 7%	21 7%
TOTAL INCREASED		58 9%	23 10%	14 6%	22 10%	23 7%	35 10%	28 12% h	21 9%	10 4%	58 9% h	29 8%	29 10%	31 8%	27 9%
Stayed the same	(3.0)	472 69%	144 62%	172 76% a	157 70%	230 70%	243 69%	141 63%	169 71%	163 73% f	472 69%	262 70%	209 68%	260 68%	212 71%
Decreased slightly	(2.0)	81 12%	32 14%	26 12%	23 10%	40 12%	41 12%	27 12%	25 11%	29 13%	81 12%	49 13%	33 11%	50 13%	32 11%
Decreased greatly	(1.0)	30 4%	14 6%	7 3%	9 4%	14 4%	16 4%	6 3%	12 5%	12 5%	30 4%	15 4%	15 5%	15 4%	16 5%
TOTAL DECREASED		112 16%	46 20%	33 15%	32 14%	55 17%	57 16%	33 15%	38 16%	41 18%	112 16%	64 17%	48 16%	64 17%	47 16%
Don't know		39 6%	20 9% b	6 3%	13 6%	19 6%	19 5%	21 9% gh	9 4%	9 4%	39 6%	18 5%	21 7%	25 7%	14 5%
Mean score		2.9	2.9	2.9	2.9	2.9	2.9	3.0 h	2.9	2.8	2.9	2.9	2.9	2.9	2.9
Standard deviation		.67	.78	.57	.65	.64	.70	.69	.69	.63	.67	.66	.69	.66	.69
Standard error		.02	.04	.03	.03	.03	.03	.04	.03	.03	.02	.03	.03	.03	.03
Columns Tested:		a,b,c - d,e - f,g,h,i - j,k - l,m													

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD1. Approximately how many items of post - including letters, cards and parcels - have you personally received in the last week? (SINGLE CODE) PROMPTED

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
None - not received any items in the last week	58 9%	18 8%	16 7%	25 11%	26 8%	32 9%	24 11%	17 7%	17 8%	58 9%	32 9%	26 9%	29 8%	29 10%
1 or 2 items received in the last week	114 17%	37 16%	34 15%	43 19%	62 19%	52 15%	54 24% ghi	23 10%	36 16% g	114 17% g	53 14%	61 20% j	47 12%	67 22% l
3 or 4 items received in the last week	111 16%	37 16%	42 19%	31 14%	47 14%	63 18%	40 18%	34 14%	37 17%	111 16%	65 17%	46 15%	66 17%	45 15%
5 to 10 items received in the last week	239 35%	86 37%	81 36%	73 33%	107 33%	132 37%	72 32%	92 39%	75 34%	239 35%	124 33%	115 38%	145 38%	94 31%
11 to 20 items received in the last week	125 18%	38 16%	41 18%	46 20%	64 20%	61 17%	23 10%	58 24% fi	44 20% f	125 18% f	82 22% k	42 14%	80 21% m	45 15%
21 to 30 items received in the last week	15 2%	5 2%	6 3%	4 2%	10 3%	6 2%	4 2%	7 3%	4 2%	15 2%	8 2%	8 2%	7 2%	9 3%
31 to 50 items received in the last week	10 1%	4 2%	4 2%	2 1%	6 2%	4 1%	3 1%	4 2%	3 1%	10 1%	5 1%	5 2%	4 1%	5 2%
Over 50 items received in the last week	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	1 *%	1 *%	- -%	- -%	1 *%
SUMMARY CODES														
NONE	58 9%	18 8%	16 7%	25 11%	26 8%	32 9%	24 11%	17 7%	17 8%	58 9%	32 9%	26 9%	29 8%	29 10%
LESS THAN 3 ITEMS (1-2 ITEMS)	114 17%	37 16%	34 15%	43 19%	62 19%	52 15%	54 24% ghi	23 10%	36 16% g	114 17% g	53 14%	61 20% j	47 12%	67 22% l
LESS THAN 5 ITEMS (1-4 ITEMS)	224 33%	74 32%	77 34%	74 33%	109 33%	115 32%	94 42% ghi	57 24%	73 33% g	224 33% g	117 31%	107 35%	113 30%	112 37% l

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD1. Approximately how many items of post - including letters, cards and parcels - have you personally received in the last week? (SINGLE CODE) PROMPTED

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
1-10 ITEMS	463 68%	159 69%	157 70%	147 65%	216 66%	247 70%	166 75% g	149 63%	148 67%	463 68%	241 65%	222 72% j	257 67%	206 69%
11+ ITEMS	151 22%	48 21%	51 23%	51 23%	80 25%	71 20%	30 13%	69 29% fi	52 23% f	151 22% f	96 26% k	54 18%	91 24%	60 20%
RECEIVED ANY ITEMS IN THE LAST WEEK	614 90%	208 89%	208 93%	198 88%	296 91%	318 90%	196 88%	218 92%	201 90%	614 90%	337 90%	276 90%	349 91%	266 89%
Don't know	8 1%	7 3% bc	1 *%	1 *%	4 1%	4 1%	2 1%	2 1%	5 2%	8 1%	4 1%	4 1%	4 1%	5 2%
Mean number of items received in the last week	7.8	7.9	8.2	7.3	8.1	7.5	6.0	9.2 fhi	8.0 f	7.8 f	8.3 k	7.2	8.1	7.5
Standard deviation	7.87	8.32	8.06	7.17	8.41	7.33	6.73	7.90	8.54	7.87	8.12	7.51	7.02	8.84
Standard error	.23	.42	.40	.36	.35	.29	.37	.39	.41	.23	.33	.32	.29	.37
Mean number of letters and cards received in the last week	7.2	7.2	7.6	6.8	7.5	6.9	5.4	8.4 fi	7.6 f	7.2 f	7.6 k	6.6	7.3	7.0
Standard deviation	7.55	8.02	7.75	6.92	8.04	7.06	6.36	7.43	8.42	7.55	7.71	7.33	6.60	8.63
Standard error	.22	.43	.39	.34	.34	.29	.36	.37	.40	.22	.31	.31	.27	.36
Mean number of parcels received in the last week	.7	.9 bc	.6	.5	.7	.7	.7	.9 h	.5 hi	.7 h	.8 k	.5	.9 m	.5
Standard deviation	1.47	1.84	1.25	1.25	1.55	1.39	1.34	1.68	1.32	1.47	1.52	1.38	1.76	.93
Standard error	.04	.10	.06	.06	.07	.06	.07	.08	.06	.04	.06	.06	.07	.04

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED

Base : All who have personally received any items of post in the last week

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1112	371	376	365	527	585	297	393	422	1112	594	516	569	543
Effective Weighted Sample	610	215	201	195	285	326	179	214	220	610	332	277	309	312
Total	614	208	208	198	296	318	196	218	201	614	337	276	349	266
None - not received any parcels in the last week	382 62%	108 52%	134 64% a	139 70% a	186 63%	196 62%	108 55%	128 59%	146 73% fgi	382 62%	186 55%	196 71% j	204 59%	178 67% l
1 or 2 parcels received in the last week	162 26%	52 25%	63 30%	47 24%	77 26%	85 27%	60 31% h	61 28%	41 20%	162 26%	112 33% k	49 18%	96 27%	66 25%
3 or 4 parcels received in the last week	26 4%	13 6%	7 3%	6 3%	12 4%	14 4%	8 4%	12 5%	6 3%	26 4%	14 4%	12 4%	17 5%	9 3%
5 to 10 parcels received in the last week	19 3%	10 5%	5 2%	4 2%	9 3%	9 3%	5 3%	12 6% h	1 *% h	19 3% h	15 4% k	4 1%	16 5% m	2 1%
11 to 20 parcels received in the last week	2 *% h	2 1% h	* *% h	* *% h	2 1% h	* *% h	- -% h	* *% h	2 1% h	2 *% h	* *% h	2 1% h	2 1% h	* *% h
SUMMARY CODES														
NONE	382 62%	108 52%	134 64% a	139 70% a	186 63%	196 62%	108 55%	128 59%	146 73% fgi	382 62%	186 55%	196 71% j	204 59%	178 67% l
LESS THAN 3 PARCELS (1-2 PARCELS)	162 26%	52 25%	63 30%	47 24%	77 26%	85 27%	60 31% h	61 28%	41 20%	162 26%	112 33% k	49 18%	96 27%	66 25%
LESS THAN 5 PARCELS (1-4 PARCELS)	187 31%	65 31%	70 33%	53 27%	89 30%	98 31%	68 35% h	73 33% h	46 23% h	187 31% h	126 37% k	61 22%	112 32%	75 28%
1-10 PARCELS	206 34%	75 36%	74 36%	57 29%	98 33%	108 34%	74 38% h	85 39% h	47 24% h	206 34% h	140 42% k	65 24%	128 37% m	77 29%
11+ PARCELS	2 *% h	2 1% h	* *% h	* *% h	2 1% h	* *% h	- -% h	* *% h	2 1% h	2 *% h	* *% h	2 1% h	2 1% h	* *% h

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED

Base : All who have personally received any items of post in the last week

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1112	371	376	365	527	585	297	393	422	1112	594	516	569	543
Effective Weighted Sample	610	215	201	195	285	326	179	214	220	610	332	277	309	312
Total	614	208	208	198	296	318	196	218	201	614	337	276	349	266
RECEIVED ANY PARCELS IN THE LAST WEEK	208 34%	76 37%	74 36%	57 29%	100 34%	108 34%	74 38% h	85 39% h	49 24%	208 34% h	141 42% k	67 24%	130 37% m	77 29%
Don't know	25 4%	24 11% bc	- -%	1 1%	10 3%	15 5%	14 7% gh	5 2%	6 3%	25 4%	10 3%	14 5%	14 4%	11 4%
Mean number of parcels received in the last week	.8	1.0 bc	.7	.6	.8	.7	.8 h	1.0 hi	.5	.8 h	.9 k	.6	.9 m	.5
Standard deviation	1.53	1.93	1.29	1.32	1.61	1.45	1.40	1.73	1.38	1.53	1.58	1.45	1.83	.97
Standard error	.05	.11	.07	.07	.07	.06	.08	.09	.07	.05	.07	.07	.08	.04
Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m														

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
None - not received any parcels in the last week	440 65%	126 54%	150 67% a	164 74% a	212 65%	228 64%	132 59%	144 61%	163 73% fji	440 65%	218 59%	222 72% j	233 61%	207 69% l
1 or 2 parcels received in the last week	162 24%	52 22%	63 28%	47 21%	77 24%	85 24%	60 27% h	61 26% h	41 18%	162 24%	112 30% k	49 16%	96 25%	66 22%
3 or 4 parcels received in the last week	26 4%	13 5%	7 3%	6 3%	12 4%	14 4%	8 4%	12 5%	6 3%	26 4%	14 4%	12 4%	17 4%	9 3%
5 to 10 parcels received in the last week	19 3%	10 4%	5 2%	4 2%	9 3%	9 3%	5 2%	12 5% h	1 *% h	19 3% h	15 4% k	4 1%	16 4% m	2 1%
11 to 20 parcels received in the last week	2 *% h	2 1%	* *% h	* *% h	2 1%	* *% h	- -% h	* *% h	2 1% h	2 *% h	* *% h	2 1% h	2 *% h	* *% h
SUMMARY CODES														
NONE	440 65%	126 54%	150 67% a	164 74% a	212 65%	228 64%	132 59%	144 61%	163 73% fji	440 65%	218 59%	222 72% j	233 61%	207 69% l
LESS THAN 3 PARCELS (1-2 PARCELS)	162 24%	52 22%	63 28%	47 21%	77 24%	85 24%	60 27% h	61 26% h	41 18%	162 24%	112 30% k	49 16%	96 25%	66 22%
LESS THAN 5 PARCELS (1-4 PARCELS)	187 28%	65 28%	70 31%	53 24%	89 27%	98 28%	68 31% h	73 31% h	46 21% h	187 28% h	126 34% k	61 20%	112 29%	75 25%
1-10 PARCELS	206 30%	75 32%	74 33%	57 25%	98 30%	108 30%	74 33% h	85 36% h	47 21% h	206 30% h	140 38% k	65 21%	128 34% m	77 26%
11+ PARCELS	2 *% h	2 1%	* *% h	* *% h	2 1%	* *% h	- -% h	* *% h	2 1% h	2 *% h	* *% h	2 1% h	2 *% h	* *% h

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
RECEIVED ANY PARCELS IN THE LAST WEEK	208 31%	76 33%	74 33%	57 26%	100 31%	108 30%	74 33%	85 36%	49 22%	208 31%	141 38%	67 22%	130 34%	77 26%
Don't know	33 5%	31 13% bc	1 *%	2 1%	15 5%	18 5%	17 8% g	6 3%	10 5%	33 5%	14 4%	18 6%	18 5%	15 5%
Mean number of parcels received in the last week	.7	.9 bc	.6	.5	.7	.7	.7 h	.9 hi	.5	.7 h	.8 k	.5	.9 m	.5
Standard deviation	1.47	1.84	1.25	1.25	1.55	1.39	1.34	1.68	1.32	1.47	1.52	1.38	1.76	.93
Standard error	.04	.10	.06	.06	.07	.06	.07	.08	.06	.04	.06	.06	.07	.04
Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m														

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

SUMMARY OF ITEMS RECEIVED IN THE LAST WEEK

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
RECEIVED ANY LETTERS OR CARDS IN THE LAST WEEK	597 88%	200 86%	202 90%	195 87%	286 87%	312 88%	190 85%	209 89%	199 89%	597 88%	326 88%	270 88%	340 89%	257 86%
RECEIVED ANY PARCELS IN THE LAST WEEK	208 31%	76 33%	74 33%	57 26%	100 31%	108 30%	74 33% h	85 36% h	49 22%	208 31% h	141 38% k	67 22%	130 34% m	77 26%
RECEIVED BOTH LETTERS OR CARDS AND PARCELS IN THE LAST WEEK	191 28%	69 30%	67 30%	55 24%	90 27%	101 29%	67 30% h	77 32% h	47 21%	191 28% h	130 35% k	61 20%	122 32% m	69 23%
ONLY RECEIVED LETTERS OR CARDS, NO PARCELS IN THE LAST WEEK	407 60%	132 57%	134 60%	141 63%	196 60%	210 59%	122 55%	132 56%	152 68% fgi	407 60%	196 53%	209 68% j	218 57%	188 63%
ONLY RECEIVED PARCELS, NO LETTERS OR CARDS IN THE LAST WEEK	17 2%	8 3%	7 3%	3 1%	10 3%	7 2%	6 3%	9 4% h	2 1%	17 2%	11 3%	6 2%	9 2%	8 3%
NOT RECEIVED ANY LETTERS OR CARDS OR PARCELS IN THE LAST WEEK	67 10%	25 11%	16 7%	26 12%	31 9%	36 10%	27 12%	18 8%	22 10%	67 10%	36 10%	30 10%	33 9%	34 11%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD3. Approximately how many items of post - including letters, cards and parcels - have you personally received from the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED

Base : All in Northern Ireland who have personally received any items of post in the last week

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 ~f	35-54 g	55+ ~h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	161	53	52	56	76	85	45	67	49	161	82	79	92	69
Effective Weighted Sample	115	39	35	42	55	60	32	49	34	115	58	57	68	49
Total	17	6	4	7	8	9	5	7	5	17	8	9	11	6
None - not received any items from the R.O.I. last week	16 92%	5 89%	4 89%	7 96%	7 88%	9 95%	** **	7 92%	** **	16 92%	8 92%	8 92%	10 94%	5 89%
1 or 2 items received from the R.O.I. last week	1 6%	* 6%	* 10%	* 4%	1 8%	* 5%	** **	* 5%	** **	1 6%	1 8%	* 4%	* 4%	1 9%
3 or 4 items received from the R.O.I. last week	* 1%	* 2%	- -%	- -%	* 1%	* *%	** **	- -%	** **	* 1%	* *%	* 1%	- -%	* 2%
5 to 10 items received from the R.O.I. last week	* *%	- -%	* 1%	- -%	* *%	- -%	** **	* *%	** **	* *%	- -%	* *%	* *%	- -%
11 to 20 items received from the R.O.I. last week	* 1%	* 3%	- -%	- -%	* 2%	- -%	** **	* 2%	** **	* 1%	- -%	* 2%	* 2%	- -%
SUMMARY CODES														
NONE	16 92%	5 89%	4 89%	7 96%	7 88%	9 95%	** **	7 92%	** **	16 92%	8 92%	8 92%	10 94%	5 89%
LESS THAN 3 ITEMS (1-2 ITEMS)	1 6%	* 6%	* 10%	* 4%	1 8%	* 5%	** **	* 5%	** **	1 6%	1 8%	* 4%	* 4%	1 9%
LESS THAN 5 ITEMS (1-4 ITEMS)	1 7%	* 8%	* 10%	* 4%	1 9%	* 5%	** **	* 5%	** **	1 7%	1 8%	1 6%	* 4%	1 11%
1-10 ITEMS	1 7%	* 8%	* 11%	* 4%	1 9%	* 5%	** **	* 5%	** **	1 7%	1 8%	1 6%	1 5%	1 11%
11+ ITEMS	* 1%	* 3%	- -%	- -%	* 2%	- -%	** **	* 2%	** **	* 1%	- -%	* 2%	* 2%	- -%
RECEIVED ANY ITEMS IN THE LAST MONTH	1 8%	1 11%	* 11%	* 4%	1 12%	* 5%	** **	1 8%	** **	1 8%	1 8%	1 8%	1 6%	1 11%
Mean number of items received from the Republic of Ireland in the last month	.3	.6	.2	.1	.5	.1	**	.4	**	.3	.1	.4	.3	.2
Standard deviation	1.65	2.89	.62	.32	2.44	.41	**	2.54	**	1.65	.46	2.33	2.02	.77
Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m														

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD3. Approximately how many items of post - including letters, cards and parcels - have you personally received from the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED

Base : All in Northern Ireland who have personally received any items of post in the last week

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 ~f	35-54 g	55+ ~h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	161	53	52	56	76	85	45	67	49	161	82	79	92	69
Total	17	6	4	7	8	9	5	7	5	17	8	9	11	6
Standard error	.13	.40	.09	.04	.28	.04	**	.31	**	.13	.05	.26	.21	.09
Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m														

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

Table 42

QD4. SHOWCARD Please think about items that are addressed to you personally rather than leaflets or charity collection envelopes or bags that may come through your letterbox. Which of these types of items would you say you have personally received through the post in the last month? (MULTI CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)			WORKING STATUS		
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Bills/ invoices/ statements	571	201	192	178	276	295	169	212	189	571	310	260	336	235
	84%	86%	85%	80%	84%	83%	76%	90%	85%	84%	83%	85%	88%	79%
								fi	f	f			m	
Standard circulars from organisations you do have a relationship with (e.g. newsletters, leaflets, promotions)	350	119	116	115	162	188	91	129	130	350	203	146	200	150
	51%	51%	51%	51%	50%	53%	41%	54%	58%	51%	55%	48%	52%	50%
								f	f	f				
Letters from organisations you do have a relationship with	335	113	105	117	159	176	107	114	114	335	192	142	186	149
	49%	48%	47%	52%	49%	50%	48%	48%	51%	49%	52%	46%	49%	50%
Addressed direct mail from organisations you don't have a relationship with	333	119	99	114	165	169	93	117	123	333	182	151	187	146
	49%	51%	44%	51%	50%	48%	42%	50%	55%	49%	49%	49%	49%	49%
									f					
Catalogues/ brochures	267	99	83	86	119	148	74	104	89	267	151	115	161	106
	39%	42%	37%	38%	37%	42%	33%	44%	40%	39%	41%	38%	42%	35%
								f						
Invitations/ greetings cards/ postcards	241	89	71	81	105	136	61	95	86	241	160	81	141	101
	35%	38%	32%	36%	32%	38%	27%	40%	39%	35%	43%	27%	37%	34%
								f	f	f	k			
Larger parcels - that will not fit through a letterbox	221	81	76	63	105	115	78	91	52	221	150	70	141	80
	32%	35%	34%	28%	32%	33%	35%	39%	23%	32%	40%	23%	37%	27%
							h	h		h	k		m	
Personal letters (e.g. from a friend)	183	54	62	67	84	99	49	64	69	183	111	72	96	86
	27%	23%	27%	30%	26%	28%	22%	27%	31%	27%	30%	23%	25%	29%
									f					
Smaller parcels - that will fit through a letterbox	169	66	52	51	85	84	58	76	35	169	119	51	116	53
	25%	28%	23%	23%	26%	24%	26%	32%	16%	25%	32%	17%	30%	18%
							h	hi		h	k		m	

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD4. SHOWCARD Please think about items that are addressed to you personally rather than leaflets or charity collection envelopes or bags that may come through your letterbox. Which of these types of items would you say you have personally received through the post in the last month? (MULTI CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)			WORKING STATUS		
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Magazines you subscribe to	111	50	37	24	57	55	29	37	45	111	68	42	67	45
	16%	22%	17%	11%	17%	15%	13%	16%	20%	16%	18%	14%	18%	15%
		c						f						
SUMMARY CODES														
ANY LETTERS (PERSONAL OR FROM ORGANISATIONS)	424	133	138	152	200	223	136	143	145	424	245	178	233	191
	62%	57%	62%	68%	61%	63%	61%	60%	65%	62%	66%	58%	61%	64%
			a								k			
ANY PUBLICATIONS (MAGAZINES OR CATALOGUES)	307	117	95	94	141	166	84	118	104	307	176	130	185	122
	45%	50%	42%	42%	43%	47%	38%	50%	47%	45%	47%	42%	48%	41%
							f						m	
ANY PARCELS (SMALL OR LARGE)	264	98	91	76	129	135	97	107	60	264	176	87	172	92
	39%	42%	40%	34%	40%	38%	44%	45%	27%	39%	47%	28%	45%	31%
							h	h		h	k		m	
Any other type of addressed mail received	9	3	4	3	5	4	4	2	2	9	7	2	5	4
	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%
Don't know	3	-	2	1	3	*	2	1	*	3	3	*	2	1
	0%	0%	1%	1%	1%	0%	1%	0%	0%	0%	1%	0%	1%	0%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.**QD5. SHOWCARD Compared with two years ago, would you say that the number of addressed letters, cards and parcels you personally receive through the post has... (SINGLE CODE)**

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m	
Significance Level: 95%															
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615	
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355	
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300	
Increased greatly	(5.0)	38 6%	16 7% b	4 2%	17 8% b	14 4%	24 7%	16 7% h	15 6%	6 3%	38 6%	22 6%	16 5%	23 6%	14 5%
Increased slightly	(4.0)	129 19%	41 18%	47 21%	41 18%	69 21%	60 17%	61 27% ghi	34 15%	33 15%	129 19%	71 19%	58 19%	75 20%	54 18%
TOTAL INCREASED		167 24%	57 24%	51 23%	58 26%	83 25%	83 24%	78 35% ghi	49 21%	40 18%	167 24% h	93 25%	73 24%	99 26%	68 23%
Stayed the same	(3.0)	398 58%	131 56%	139 62%	127 57%	187 57%	211 60%	120 54%	143 60%	135 61%	398 58%	203 54%	193 63% j	209 55%	188 63% l
Decreased slightly	(2.0)	87 13%	31 13%	26 12%	30 14%	42 13%	45 13%	22 10%	33 14%	32 15%	87 13%	59 16% k	27 9%	56 15%	30 10%
Decreased greatly	(1.0)	23 3%	10 4%	8 4%	5 2%	12 4%	11 3%	2 1%	9 4%	12 5% f	23 3%	13 3%	10 3%	14 4%	8 3%
TOTAL DECREASED		109 16%	40 17%	34 15%	35 16%	53 16%	56 16%	24 11%	41 17% f	44 20% f	109 16%	72 19% k	37 12%	70 18% m	39 13%
Don't know		8 1%	4 2% b	* *%	3 1%	3 1%	4 1%	1 *%	3 1%	3 2%	8 1%	4 1%	3 1%	3 1%	4 1%
Mean score	3.1	3.1	3.1	3.2	3.1	3.1	3.3 ghi	3.1	3.0	3.1 h	3.1	3.1	3.1	3.1	3.1
Standard deviation	.82	.87	.74	.84	.81	.83	.79	.83	.80	.82	.85	.77	.86	.76	
Standard error	.02	.04	.04	.04	.03	.03	.04	.04	.04	.02	.03	.03	.03	.03	
Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m															

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD6. SHOWCARD Which of these types of addressed items are you personally receiving more often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has increased, compared to two years ago

	Q3 2012 MONTH			GENDER		AGE (2)				SEG (2)		WORKING STATUS		
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	309	95	107	107	144	165	133	93	83	309	163	146	165	144
Effective Weighted Sample	168	57	52	59	79	90	74	54	41	168	95	73	90	81
Total	167	57	51	58	83	83	78	49	40	167	93	73	99	68
Addressed direct mail from organisations you don't have a relationship with	59 36%	23 40%	13 26%	23 39%	39 47%	20 24%	21 28%	18 37%	19 49%	59 36%	26 27%	34 46%	32 32%	27 40%
Standard circulars from organisations you do have a relationship with (e.g. newsletters, leaflets, promotions)	46 28%	22 38%	10 20%	14 24%	25 30%	21 25%	19 25%	14 29%	12 31%	46 28%	19 20%	27 37%	25 25%	21 31%
Bills/ invoices/ statements	43 26%	12 21%	18 34%	13 23%	21 25%	22 26%	26 34%	11 23%	5 12%	43 26%	27 29%	15 21%	24 25%	18 27%
Smaller parcels - that will fit through a letterbox	35 21%	16 28%	8 16%	11 19%	15 18%	20 24%	17 22%	13 26%	5 13%	35 21%	23 24%	12 17%	23 24%	12 17%
Larger parcels - that will not fit through a letterbox	35 21%	12 21%	10 19%	13 22%	13 15%	22 27%	17 21%	13 26%	6 14%	35 21%	18 20%	17 23%	24 25%	11 16%
Catalogues/ brochures	32 19%	16 28%	10 20%	7 11%	17 20%	15 19%	11 15%	12 24%	9 23%	32 19%	17 18%	16 22%	19 19%	14 20%
Letters from organisations you do have a relationship with	31 19%	13 22%	11 21%	8 14%	17 21%	14 17%	16 20%	8 16%	8 20%	31 19%	20 21%	12 16%	15 15%	17 24%
Personal letters (e.g. from a friend)	14 8%	7 12%	4 8%	3 5%	5 6%	9 10%	5 7%	4 8%	4 11%	14 8%	7 7%	7 10%	6 6%	8 11%
Magazines you subscribe to	12 7%	7 13%	3 5%	2 3%	8 10%	4 5%	6 7%	4 8%	2 6%	12 7%	8 9%	4 5%	8 8%	4 6%
Invitations/ greetings cards/ postcards	5 3%	2 4%	2 3%	1 2%	3 3%	2 2%	2 2%	2 4%	1 1%	5 3%	2 2%	3 4%	1 1%	3 5%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD6. SHOWCARD Which of these types of addressed items are you personally receiving more often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has increased, compared to two years ago

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	309	95	107	107	144	165	133	93	83	309	163	146	165	144
Effective Weighted Sample	168	57	52	59	79	90	74	54	41	168	95	73	90	81
Total	167	57	51	58	83	83	78	49	40	167	93	73	99	68
Any other type of addressed mail received	5	1	1	3	2	3	1	3	1	5	3	2	3	2
	3%	1%	2%	5%	2%	4%	1%	6%	3%	3%	3%	3%	3%	3%
SUMMARY CODES														
ANY PARCELS (SMALL OR LARGE)	54	18	15	21	22	32	28	19	7	54	34	20	37	17
	32%	32%	29%	36%	26%	38%	37%	38%	17%	32%	36%	28%	37%	25%
							h	h						
ANY LETTERS (PERSONAL OR FROM ORGANISATIONS)	42	18	14	10	20	22	21	10	11	42	26	16	20	22
	25%	32%	27%	17%	24%	26%	27%	21%	27%	25%	27%	22%	20%	32%
		c												
ANY PUBLICATIONS (MAGAZINES OR CATALOGUES)	38	19	11	7	20	18	16	12	10	38	19	18	23	15
	23%	34%	22%	13%	24%	22%	21%	25%	24%	23%	21%	25%	23%	23%
		c												
Don't know	*	-	-	*	*	-	*	-	*	*	-	*	*	*
	*%	-%	-%	1%	*%	-%	*%	-%	*%	*%	-%	1%	*%	*%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD7. SHOWCARD Which of these types of addressed items are you personally receiving less often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has decreased, compared to two years ago

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)			WORKING STATUS		
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 ~f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	201	70	64	67	92	109	33	79	89	201	119	81	109	92
Effective Weighted Sample	108	41	35	32	53	55	19	43	48	108	67	41	63	47
Total	109	40	34	35	53	56	24	41	44	109	72	37	70	39
Bills/ invoices/ statements	62 57%	21 52%	21 61%	21 59%	35 66%	27 49%	** **	24 57%	25 58%	62 57%	38 53%	24 65%	43 61%	19 49%
Personal letters (e.g. from a friend)	37 34%	13 34%	11 33%	12 35%	18 33%	19 34%	** **	11 27%	18 41%	37 34%	26 36%	11 29%	22 32%	15 38%
Invitations/ greetings cards/ postcards	29 26%	11 27%	9 25%	10 27%	13 25%	16 28%	** **	13 31%	10 23%	29 26%	18 25%	11 29%	18 26%	11 27%
Letters from organisations you do have a relationship with	17 15%	8 21%	2 6%	6 17%	12 22%	5 9%	** **	4 9%	6 14%	17 15%	10 14%	6 17%	12 17%	5 13%
Standard circulars from organisations you do have a relationship with (e.g. newsletters, leaflets, promotions)	16 14%	5 13%	5 16%	5 14%	8 14%	8 14%	** **	7 17%	5 12%	16 14%	11 15%	5 13%	9 13%	7 17%
Catalogues/ brochures	16 14%	7 18%	5 14%	4 11%	6 12%	9 17%	** **	7 18%	6 14%	16 14%	12 16%	4 10%	9 13%	7 17%
Addressed direct mail from organisations you don't have a relationship with	14 13%	6 15%	3 9%	5 14%	8 14%	6 11%	** **	4 10%	6 14%	14 13%	9 12%	5 15%	8 12%	6 15%
Magazines you subscribe to	7 6%	3 8%	1 2%	3 8%	3 5%	4 7%	** **	4 10%	2 4%	7 6%	5 7%	1 4%	4 6%	2 6%
Smaller parcels - that will fit through a letterbox	4 4%	2 5%	1 4%	1 2%	3 6%	1 2%	** **	1 2%	3 6%	4 4%	4 5%	* *%	1 1%	3 7%
Any other type of addressed mail received	4 3%	1 2%	3 8%	- -%	2 3%	2 4%	** **	2 5%	2 4%	4 3%	3 4%	1 3%	2 3%	2 4%
Larger parcels - that will not fit through a letterbox	3 3%	1 4%	2 5%	* *%	3 5%	1 1%	** **	* 1%	3 6%	3 3%	2 3%	1 3%	1 1%	2 6%
Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m														

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD7. SHOWCARD Which of these types of addressed items are you personally receiving less often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has decreased, compared to two years ago

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 ~f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	201	70	64	67	92	109	33	79	89	201	119	81	109	92
Effective Weighted Sample	108	41	35	32	53	55	19	43	48	108	67	41	63	47
Total	109	40	34	35	53	56	24	41	44	109	72	37	70	39
SUMMARY CODES														
ANY LETTERS (PERSONAL OR FROM ORGANISATIONS)	48 44%	20 50%	13 37%	15 43%	26 49%	22 39%	** **	14 35%	22 49%	48 44%	33 45%	15 41%	30 43%	18 46%
ANY PUBLICATIONS (MAGAZINES OR CATALOGUES)	19 17%	9 22%	5 14%	5 15%	7 13%	12 21%	** **	10 23%	6 14%	19 17%	14 20%	4 12%	11 16%	8 20%
ANY PARCELS (SMALL OR LARGE)	6 5%	2 6%	3 8%	1 2%	5 9%	1 2%	** **	1 3%	4 10%	6 5%	5 6%	1 3%	2 3%	4 10%
Don't know	* *%	- -%	* *%	* *%	* *%	* *%	** **	* *%	- -%	* *%	* *%	* *%	* *%	* *%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD8. Do you ever order items to be delivered to you through the post? (SINGLE CODE) PROMPTED

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Do not order items for delivery by post	198 29%	64 28%	66 29%	68 30%	104 32%	93 26%	48 21%	63 27%	87 39%	198 29%	78 21%	120 39%	80 21%	117 39%
Yes, and have returned some goods	261 38%	88 38%	84 37%	89 40%	111 34%	149 42%	91 41%	102 43%	68 31%	261 38%	174 47%	87 28%	167 44%	93 31%
Yes, but have not returned any goods	221 32%	79 34%	75 33%	66 30%	111 34%	110 31%	84 38%	71 30%	66 30%	221 32%	119 32%	100 33%	134 35%	87 29%
TOTAL - ORDERED ITEMS TO BE DELIVERED BY POST	481 71%	168 72%	159 71%	155 69%	222 68%	259 73%	175 79%	172 73%	134 60%	481 71%	293 79%	187 61%	301 79%	180 60%
Don't know	2 *%	1 *%	* *%	1 1%	* *%	2 1%	* *%	1 *%	1 1%	2 *%	2 1%	* *%	* *%	2 1%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QD9. SHOWCARD When an item requires a signature or is too large to fit through your letter box and you are not in to receive it, your postman may leave a 'Sorry you were out' card with a red border. Have you received a card like this from the postman? IF YES - How would you tend to deal with a 'Sorry you were out' card? (MULTI CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)			WORKING STATUS	
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Pick up the item from the delivery/ enquiry office	456 67%	159 68%	151 67%	147 66%	218 67%	238 67%	157 70%	176 74%	124 56%	456 67%	271 73%	185 60%	292 77%	164 55%
Arrange for redelivery to your home	67 10%	26 11%	22 10%	19 8%	25 8%	42 12%	20 9%	29 12%	18 8%	67 10%	37 10%	29 9%	40 10%	27 9%
Get a friend/ family member to pick up the item from the delivery/ enquiry office	30 4%	8 3%	13 6%	10 4%	12 4%	18 5%	17 8%	8 3%	5 2%	30 4%	17 5%	13 4%	19 5%	11 4%
Arrange for redelivery to an alternative address	15 2%	4 2%	1 1%	10 4%	6 2%	9 3%	4 2%	7 3%	5 2%	15 2%	8 2%	7 2%	9 2%	6 2%
Arrange for the item to be delivered to a local Post Office branch from which to pick it up	14 2%	3 1%	9 4%	2 1%	6 2%	8 2%	5 2%	5 2%	4 2%	14 2%	7 2%	7 2%	11 3%	3 1%
Any other way	10 2%	4 2%	3 1%	4 2%	1 *	10 3%	3 2%	6 2%	1 1%	10 2%	6 2%	4 1%	8 2%	2 1%
Not applicable - don't receive 'Sorry you were out' cards	144 21%	44 19%	52 23%	49 22%	80 24%	65 18%	40 18%	36 15%	68 31%	144 21%	59 16%	85 28%	48 13%	96 32%
Don't know	11 2%	5 2%	- -%	5 2%	6 2%	4 1%	2 1%	2 1%	7 3%	11 2%	6 2%	4 1%	4 1%	7 2%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

Table 48

QD10. SHOWCARD When you receive post, at what time of day is your mail normally delivered to your home during the week - so Monday to Friday? (SINGLE CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Before 8.00am	* *%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	* *%	- -%
8.00am - 8.59am	30 4%	25 11% bc	3 1%	3 1%	16 5%	14 4%	7 3%	12 5%	11 5%	30 4%	16 4%	13 4%	13 3%	17 6%
9.00am - 9.59am	56 8%	25 11% c	19 8%	12 5%	31 10%	25 7%	20 9%	20 9%	16 7%	56 8%	31 8%	25 8%	38 10%	18 6%
10.00am - 10.59am	115 17%	37 16%	42 19%	36 16%	48 15%	67 19%	37 17%	38 16%	40 18%	115 17%	61 16%	54 17%	71 19%	44 15%
11.00am - 11.59am	158 23%	46 20%	61 27%	51 23%	73 22%	85 24%	56 25%	54 23%	48 21%	158 23%	95 25%	63 21%	91 24%	67 22%
12.00pm - 12.59pm	118 17%	40 17%	38 17%	40 18%	54 17%	64 18%	41 18%	38 16%	38 17%	118 17%	52 14%	65 21% j	54 14%	63 21% l
1.00pm - 1.59pm	49 7%	11 5%	25 11% a	13 6%	23 7%	26 7%	14 6%	13 6%	22 10%	49 7%	26 7%	22 7%	21 6%	28 9%
2.00pm - 2.59pm	22 3%	9 4%	8 4%	5 2%	11 3%	10 3%	4 2%	7 3%	11 5%	22 3%	10 3%	12 4%	14 4%	8 3%
3.00pm - 3.59pm	1 *% *%	1 *% *%	* *% *%	* *% *%	1 *% *%	* *% *%	* *% *%	1 *% *%	* *% *%	1 *% *%	* *% *%	1 *% *%	* *% *%	1 *% *%
4.00pm - 4.59pm	2 *% *%	* *% *%	2 1%	* *% *%	2 *% *%	* *% *%	2 1%	- -% *%	* *% *%	2 *% *%	2 *% *%	* *% *%	2 *% *%	* *% *%
5.00pm - 5.59pm	* *% *%	* *% *%	- -% *%	* *% *%	* *% *%	* *% *%	* *% *%	* *% *%	- -% *%	* *% *%	- -% *%	* *% *%	* *% *%	* *% *%
7.00pm or later	* *% *%	- -% *%	* *% *%	- -% *%	* *% *%	- -% *%	* *% *%	- -% *%	- -% *%	* *% *%	* *% *%	- -% *%	* *% *%	- -% *%
SUMMARY CODES														
BEFORE MIDDAY	360 53%	133 57% c	125 56% c	102 45%	170 52%	190 54%	120 54%	125 53%	115 52%	360 53%	203 55%	155 51%	213 56%	147 49%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

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QD10. SHOWCARD When you receive post, at what time of day is your mail normally delivered to your home during the week - so Monday to Friday? (SINGLE CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
MIDDAY OR LATER	191 28%	61 26%	72 32%	58 26%	91 28%	100 28%	61 27%	60 25%	71 32%	191 28%	90 24%	101 33%	91 24%	100 33%
Don't know	51 8%	14 6%	13 6%	25 11% ab	29 9%	22 6%	24 11% h	18 8%	9 4%	51 8%	37 10% k	14 5%	38 10% m	13 4%
It varies too much to say	79 12%	25 11%	14 6%	39 17% ab	37 11%	42 12%	18 8%	33 14%	28 12%	79 12%	42 11%	37 12%	39 10%	39 13%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QE1. SHOWCARD How reliant would you say you are on post as a way of communicating? (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Very reliant	(5.0)	110 16%	35 15%	40 18%	35 16%	54 16%	56 16%	29 13%	37 16%	44 20% f	110 16%	62 17%	46 15%	48 12%	62 21% l
Fairly reliant	(4.0)	298 44%	103 44% b	77 34%	117 53% b	140 43%	159 45%	98 44%	105 44%	96 43%	298 44%	160 43%	138 45%	174 46%	124 41%
TOTAL RELIANT		408 60%	138 59%	117 52%	153 68% ab	193 59%	215 61%	127 57%	141 60%	140 63%	408 60%	222 60%	184 60%	222 58%	186 62%
Neither reliant nor not reliant	(3.0)	81 12%	22 9%	38 17% ac	21 9%	37 11%	44 12%	28 13%	30 13%	22 10%	81 12%	54 15% k	26 9%	54 14% m	27 9%
Not very reliant	(2.0)	123 18%	38 17%	54 24% ac	30 13%	59 18%	64 18%	42 19%	39 17%	41 18%	123 18%	62 17%	60 20%	68 18%	55 18%
Not at all reliant	(1.0)	67 10%	33 14% bc	16 7%	18 8%	37 11%	30 9%	24 11%	24 10%	19 8%	67 10%	32 9%	35 11%	36 9%	31 10%
TOTAL NOT RELIANT		189 28%	71 31% c	70 31% c	48 21%	96 29%	94 27%	67 30%	63 27%	60 27%	189 28%	94 25%	95 31%	104 27%	86 29%
Don't know		3 *%	1 *%	- -%	2 1%	1 *%	2 *%	1 *%	2 1%	1 *%	3 *%	2 1%	1 *%	2 1%	1 *%
Mean score		3.4	3.3	3.3	3.6 ab	3.4	3.4	3.3	3.4	3.5	3.4	3.4	3.3	3.3	3.4
Standard deviation		1.23	1.31	1.22	1.15	1.26	1.20	1.23	1.23	1.24	1.23	1.20	1.27	1.19	1.29
Standard error		.04	.06	.06	.06	.05	.05	.07	.06	.06	.04	.05	.05	.05	.05
Columns Tested:		a,b,c - d,e - f,g,h,i - j,k - l,m													

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QE2. SHOWCARD Thinking about your experience of using the postal service to send and receive mail, how would you rate your overall satisfaction with the postal service? (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Very satisfied	(5.0)	207 30%	55 24%	79 35% a	72 32% a	99 30%	108 30%	65 29%	71 30%	71 32%	207 30%	112 30%	93 30%	103 27%	104 35% l
Fairly satisfied	(4.0)	359 53%	132 57% b	105 47%	122 55%	167 51%	192 54%	116 52%	128 54%	115 52%	359 53%	199 53%	159 52%	214 56% m	145 48%
TOTAL SATISFIED		566 83%	187 80%	184 82%	194 87%	266 81%	300 85%	181 81%	199 84%	186 84%	566 83%	311 84%	252 82%	317 83%	248 83%
Neither satisfied nor dissatisfied	(3.0)	67 10%	33 14% c	24 11% c	10 4%	29 9%	37 11%	27 12%	19 8%	21 9%	67 10%	34 9%	32 11%	38 10%	29 10%
Fairly dissatisfied	(2.0)	37 5%	9 4%	15 7%	13 6%	27 8% e	10 3%	14 6%	13 5%	10 4%	37 5%	19 5%	18 6%	22 6%	15 5%
Very dissatisfied	(1.0)	10 1%	3 1%	2 1%	5 2%	5 1%	5 1%	* *% f	4 2%	6 3% f	10 1%	7 2%	3 1%	4 1%	6 2%
TOTAL DISSATISFIED		47 7%	12 5%	17 7%	18 8%	31 10% e	15 4%	14 6%	17 7%	16 7%	47 7%	26 7%	21 7%	25 7%	21 7%
Don't know		2 *% f	- -%	- -%	2 1%	* *% f	2 *% f	1 *% f	1 *% f	* *% f	2 *% f	1 *% f	1 *% f	1 *% f	1 *% f
Mean score		4.1	4.0	4.1	4.1	4.0	4.1	4.0	4.1	4.1	4.1	4.1	4.1	4.0	4.1
Standard deviation		.87	.81	.89	.89	.92	.81	.82	.87	.91	.87	.87	.86	.83	.91
Standard error		.02	.04	.04	.04	.04	.03	.04	.04	.04	.02	.03	.04	.03	.04

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QE3A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time of day your post is delivered to you (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Very satisfied	(5.0)	233	86	70	76	109	124	68	83	81	233	124	108	126	107
		34%	37%	31%	34%	33%	35%	31%	35%	37%	34%	33%	35%	33%	36%
Fairly satisfied	(4.0)	225	74	70	80	106	119	80	66	79	225	121	103	120	105
		33%	32%	31%	36%	32%	34%	36%	28%	35%	33%	32%	34%	31%	35%
TOTAL SATISFIED		458	161	141	157	215	243	148	149	160	458	245	211	245	212
		67%	69%	63%	70%	66%	69%	67%	63%	72%	67%	66%	69%	64%	71%
Neither satisfied nor dissatisfied	(3.0)	82	27	28	26	42	41	25	38	19	82	53	29	54	28
		12%	12%	13%	12%	13%	11%	11%	16%	9%	12%	14%	10%	14%	9%
Fairly dissatisfied	(2.0)	87	29	39	19	45	43	32	26	29	87	49	38	50	37
		13%	12%	18%	9%	14%	12%	15%	11%	13%	13%	13%	13%	13%	12%
Very dissatisfied	(1.0)	38	15	13	11	17	20	10	17	11	38	15	22	18	19
		6%	6%	6%	5%	5%	6%	4%	7%	5%	6%	4%	7%	5%	7%
TOTAL DISSATISFIED		125	43	52	30	62	63	42	42	41	125	64	61	68	57
		18%	19%	23%	13%	19%	18%	19%	18%	18%	18%	17%	20%	18%	19%
Don't know		16	1	3	11	8	8	7	6	3	16	10	6	13	2
		2%	1%	2%	5%	2%	2%	3%	3%	1%	2%	3%	2%	4%	1%
Mean score		3.8	3.8	3.7	3.9	3.8	3.8	3.8	3.8	3.9	3.8	3.8	3.8	3.8	3.8
Standard deviation		1.21	1.24	1.25	1.13	1.22	1.21	1.18	1.25	1.20	1.21	1.17	1.26	1.20	1.23
Standard error		.03	.06	.06	.06	.05	.05	.06	.06	.06	.03	.05	.05	.05	.05
Columns Tested:		a,b,c - d,e - f,g,h,i - j,k - l,m													

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QE3A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time of day your post is delivered to you (SINGLE CODE)

Base : All respondents

		NORMAL DELIVERY TIME		
		Total	BEFORE MIDDAY a	MIDDAY ONWARDS b
Significance Level: 95%				
Unweighted total		1232	660	397
Effective Weighted Sample		681	356	204
Total		681	360	191
Very satisfied	(5.0)	233 34%	168 47%	36 19%
			b	
Fairly satisfied	(4.0)	225 33%	125 35%	66 34%
TOTAL SATISFIED		458 67%	292 81%	102 53%
			b	
Neither satisfied nor dissatisfied	(3.0)	82 12%	31 9%	23 12%
Fairly dissatisfied	(2.0)	87 13%	26 7%	45 24%
			a	
Very dissatisfied	(1.0)	38 6%	8 2%	21 11%
			a	
TOTAL DISSATISFIED		125 18%	35 10%	67 35%
			a	
Don't know		16 2%	2 1%	* *%
Mean score		3.8	4.2	3.3
			b	
Standard deviation		1.21	1.02	1.31
Standard error		.03	.04	.07
Columns Tested: a,b				

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QE3B. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The security of the service (i.e. assurance that it will arrive at its destination safely) (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Very satisfied	(5.0)	249 37%	81 35%	77 34%	91 41%	118 36%	130 37%	74 33%	83 35%	93 42%	249 37%	117 31%	132 43%	127 33%	122 41%
Fairly satisfied	(4.0)	302 44%	106 46%	97 43%	98 44%	154 47%	148 42%	115 51%	98 42%	89 40%	302 44%	180 48%	120 39%	178 47%	123 41%
TOTAL SATISFIED		550 81%	187 80%	174 77%	190 85%	272 83%	278 79%	188 85%	181 76%	181 82%	550 81%	297 80%	252 82%	305 80%	245 82%
Neither satisfied nor dissatisfied	(3.0)	60 9%	24 10%	24 11%	12 5%	22 7%	38 11%	20 9%	28 12%	12 6%	60 9%	35 9%	25 8%	39 10%	21 7%
Fairly dissatisfied	(2.0)	41 6%	15 7%	14 6%	12 5%	23 7%	18 5%	11 5%	14 6%	16 7%	41 6%	21 6%	21 7%	19 5%	22 7%
Very dissatisfied	(1.0)	18 3%	4 2%	10 4%	5 2%	5 2%	13 4%	1 1%	11 5%	5 2%	18 3%	12 3%	6 2%	14 4%	4 1%
TOTAL DISSATISFIED		60 9%	19 8%	24 11%	17 7%	28 9%	31 9%	12 5%	25 11%	22 10%	60 9%	33 9%	27 9%	33 9%	26 9%
Don't know		11 2%	3 1%	3 1%	5 2%	4 1%	7 2%	2 1%	2 1%	7 3%	11 2%	8 2%	3 1%	4 1%	7 2%
Mean score		4.1	4.1	4.0	4.2	4.1	4.0	4.1	4.0	4.1	4.1	4.0	4.2	4.0	4.2
Standard deviation		.97	.93	1.05	.93	.92	1.02	.81	1.07	1.00	.97	.97	.97	.99	.94
Standard error		.03	.05	.05	.05	.04	.04	.04	.05	.05	.03	.04	.04	.04	.04

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QE3C. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The length of time it takes to reach its destination after it's sent (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Very satisfied	(5.0)	231 34%	72 31%	75 33%	84 38%	108 33%	123 35%	72 32%	82 35%	78 35%	231 34%	113 30%	118 38% j	123 32%	108 36%
Fairly satisfied	(4.0)	292 43%	104 45%	88 39%	100 45%	153 47%	140 40%	111 50% h	97 41%	84 38%	292 43%	167 45%	124 41%	169 44%	124 41%
TOTAL SATISFIED		523 77%	176 76%	164 73%	184 82% b	260 80%	263 74%	183 82% h	179 76%	162 73%	523 77%	280 75%	242 79%	292 77%	231 77%
Neither satisfied nor dissatisfied	(3.0)	67 10%	29 13% c	25 11% c	13 6%	25 8%	41 12%	16 7%	26 11%	25 11%	67 10%	36 10%	31 10%	33 9%	34 11%
Fairly dissatisfied	(2.0)	60 9%	16 7%	23 10%	21 9%	26 8%	34 10%	18 8%	21 9%	22 10%	60 9%	37 10%	23 8%	39 10%	21 7%
Very dissatisfied	(1.0)	17 3%	8 3%	7 3%	3 1%	8 2%	9 3%	2 1%	8 3%	7 3%	17 3%	10 3%	7 2%	10 3%	7 2%
TOTAL DISSATISFIED		78 11%	23 10%	31 14%	24 11%	34 10%	43 12%	20 9%	29 12%	29 13%	78 11%	47 13%	31 10%	49 13%	28 9%
Don't know		13 2%	5 2%	5 2%	4 2%	7 2%	6 2%	4 2%	3 1%	7 3%	13 2%	10 3%	4 1%	7 2%	6 2%
Mean score		4.0	3.9	3.9	4.1	4.0	4.0	4.1	4.0	3.9	4.0	3.9	4.1	4.0	4.0
Standard deviation		1.02	1.01	1.09	.96	.99	1.05	.90	1.06	1.09	1.02	1.03	1.01	1.04	1.00
Standard error		.03	.05	.05	.05	.04	.04	.05	.05	.05	.03	.04	.04	.04	.04

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QE3D. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The number of post boxes and Post Offices (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m	
Significance Level: 95%															
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615	
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355	
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300	
Very satisfied	(5.0)	234 34%	71 31%	75 33%	88 39% a	108 33%	126 36%	71 32%	81 34%	83 37%	234 34%	125 33%	109 35%	130 34%	105 35%
Fairly satisfied	(4.0)	263 39%	93 40%	97 43% c	72 32% e	141 43%	122 34%	96 43%	88 37%	79 35%	263 39%	146 39%	116 38%	156 41%	106 35%
TOTAL SATISFIED		497 73%	164 71%	172 77%	160 72%	249 76%	248 70%	166 75%	169 72%	161 73%	497 73%	271 73%	225 73%	286 75%	211 70%
Neither satisfied nor dissatisfied	(3.0)	65 10%	24 10%	22 10%	19 9%	29 9%	36 10%	23 10%	26 11%	16 7%	65 10%	30 8%	35 11%	37 10%	28 9%
Fairly dissatisfied	(2.0)	81 12%	34 15%	21 9%	26 12%	33 10%	48 13%	27 12%	26 11%	28 13%	81 12%	44 12%	36 12%	35 9%	45 15% l
Very dissatisfied	(1.0)	30 4%	9 4%	9 4%	13 6%	13 4%	18 5%	3 2%	14 6% f	13 6% f	30 4%	21 6%	9 3%	17 5%	13 4%
TOTAL DISSATISFIED		111 16%	43 18%	30 13%	39 17%	46 14%	65 18%	31 14%	40 17%	41 18%	111 16%	65 17%	45 15%	53 14%	58 19% l
Don't know		8 1%	2 1%	1 *%	5 2%	3 1%	5 1%	3 1%	1 *%	4 2%	8 1%	6 2%	2 1%	5 1%	3 1%
Mean score	3.9	3.8	3.9	3.9	3.9	3.8	3.9	3.8	3.9	3.9	3.8	3.9	3.9	3.8	
Standard deviation	1.15	1.14	1.08	1.22	1.09	1.20	1.03	1.19	1.22	1.15	1.18	1.10	1.11	1.19	
Standard error	.03	.06	.05	.06	.05	.05	.06	.06	.06	.03	.05	.05	.04	.05	
Columns Tested:		a,b,c	d,e	f,g,h,i	j,k	l,m									

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QE3E. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The location of post boxes and Post Offices (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Very satisfied	(5.0)	252 37%	75 32%	84 37%	93 42% a	121 37%	131 37%	73 33%	91 38%	88 39%	252 37%	138 37%	113 37%	141 37%	111 37%
Fairly satisfied	(4.0)	260 38%	95 41% c	94 42% c	71 32%	133 41%	127 36%	98 44% h	88 37%	74 33%	260 38%	143 38%	116 38%	155 41%	105 35%
TOTAL SATISFIED		512 75%	170 73%	178 79%	164 73%	254 78%	258 73%	171 77%	179 76%	161 72%	512 75%	281 75%	229 75%	296 78%	216 72%
Neither satisfied nor dissatisfied	(3.0)	69 10%	26 11%	16 7%	27 12%	33 10%	36 10%	20 9%	29 12%	20 9%	69 10%	37 10%	32 11%	40 10%	29 10%
Fairly dissatisfied	(2.0)	66 10%	28 12%	19 9%	18 8%	27 8%	39 11%	24 11%	17 7%	25 11%	66 10%	32 8%	34 11%	30 8%	36 12%
Very dissatisfied	(1.0)	29 4%	8 4%	11 5%	10 4%	11 4%	17 5%	4 2%	10 4%	14 7% f	29 4%	18 5%	11 4%	13 3%	16 5%
TOTAL DISSATISFIED		95 14%	36 16%	30 14%	28 12%	38 12%	56 16%	28 13%	27 12%	39 18%	95 14%	50 13%	45 15%	43 11%	52 17% l
Don't know		6 1%	* *% ab	* *% ab	5 2% ab	2 1%	4 1%	3 1%	* *% ab	2 1%	6 1%	5 1%	* *% ab	3 1%	3 1%
Mean score		3.9	3.9	4.0	4.0	4.0	3.9	4.0	4.0	3.9	3.9	4.0	3.9	4.0	3.9
Standard deviation		1.12	1.11	1.11	1.13	1.06	1.17	1.02	1.09	1.23	1.12	1.13	1.11	1.05	1.20
Standard error		.03	.05	.06	.06	.04	.05	.06	.05	.06	.03	.04	.05	.04	.05
Columns Tested:		a,b,c - d,e - f,g,h,i - j,k - l,m													

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QE3F. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The cost of postage (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Very satisfied	(5.0)	95	28	39	29	48	47	28	36	31	95	47	49	53	42
		14%	12%	17%	13%	15%	13%	13%	15%	14%	14%	13%	16%	14%	14%
Fairly satisfied	(4.0)	232	69	75	88	115	117	87	80	65	232	128	102	135	96
		34%	30%	33%	39%	35%	33%	39%	34%	29%	34%	34%	33%	36%	32%
				a	a			h							
TOTAL SATISFIED		327	96	114	117	163	164	115	115	96	327	175	151	189	138
		48%	41%	51%	52%	50%	46%	52%	49%	43%	48%	47%	49%	50%	46%
Neither satisfied nor dissatisfied	(3.0)	103	42	33	28	56	47	39	36	27	103	55	48	61	42
		15%	18%	15%	12%	17%	13%	18%	15%	12%	15%	15%	16%	16%	14%
Fairly dissatisfied	(2.0)	137	54	36	47	63	74	37	47	52	137	76	60	71	65
		20%	23%	16%	21%	19%	21%	17%	20%	24%	20%	21%	20%	19%	22%
Very dissatisfied	(1.0)	97	32	39	25	36	61	19	33	44	97	58	39	53	45
		14%	14%	18%	11%	11%	17%	9%	14%	20%	14%	16%	13%	14%	15%
							d			fi	f				
TOTAL DISSATISFIED		234	86	75	72	99	135	57	81	97	234	134	100	124	110
		34%	37%	34%	32%	30%	38%	25%	34%	43%	34%	36%	32%	32%	37%
							d		f	fji	f				
Don't know		17	9	2	7	9	8	11	4	2	17	9	9	8	10
		3%	4%	1%	3%	3%	2%	5%	2%	1%	3%	2%	3%	2%	3%
								gh							
Mean score		3.1	3.0	3.2	3.2	3.2	3.0	3.3	3.2	2.9	3.1	3.1	3.2	3.2	3.1
						e		h			h				
Standard deviation		1.30	1.27	1.37	1.26	1.25	1.34	1.18	1.31	1.38	1.30	1.31	1.30	1.29	1.32
Standard error		.04	.06	.07	.06	.05	.05	.07	.06	.06	.04	.05	.05	.05	.05

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QF1. As far as you know, how much does it currently cost to send a standard letter by first class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 60P) (SINGLE CODE) UNPROMPTED

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)			WORKING STATUS		
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
1P-25P	2 *%	1 *%	* *%	1 1%	* *%	2 1%	2 1%	* *%	* *%	2 *%	1 *%	1 *%	1 *%	1 *%
26P-35P	31 5%	5 2%	10 5%	15 7% a	10 3%	21 6%	13 6%	12 5%	6 3%	31 5%	17 5%	14 5%	20 5%	11 4%
36P-45P	51 7%	18 8%	16 7%	17 7%	31 9%	20 6%	16 7%	24 10% h	10 5%	51 7%	27 7%	23 7%	31 8%	20 7%
46P-50P	89 13%	27 12%	34 15%	28 13%	48 15%	41 12%	26 12%	38 16%	25 11%	89 13%	58 16% k	32 10%	60 16% m	29 10%
51P-59P	41 6%	15 7%	10 4%	16 7%	22 7%	19 5%	10 5%	19 8%	11 5%	41 6%	25 7%	16 5%	28 7%	13 4%
60P	183 27%	68 29%	51 23%	64 29%	73 22%	111 31% d	43 19%	67 28% f	73 33% f	183 27% f	107 29%	76 25%	97 26%	86 29%
61P-70P	47 7%	18 8%	17 7%	12 5%	21 7%	25 7%	14 6%	17 7%	16 7%	47 7%	26 7%	21 7%	29 7%	18 6%
71P-80P	12 2%	4 2%	6 3%	3 1%	6 2%	6 2%	9 4% g	1 *%	3 1%	12 2%	7 2%	6 2%	8 2%	4 1%
81P-99P	3 *%	- -%	3 1%	1 *%	1 *%	2 1%	2 1%	1 *%	* *%	3 *%	1 *%	2 1%	2 *%	2 1%
£1.00 OR MORE	16 2%	2 1%	9 4% a	4 2%	12 4% e	4 1%	10 5% h	4 2%	2 1%	16 2%	10 3%	6 2%	12 3%	4 1%
SUMMARY CODES														
46P	11 2%	4 2%	3 1%	4 2%	5 2%	6 2%	2 1%	5 2%	3 1%	11 2%	8 2%	3 1%	7 2%	4 1%
55P-65P	241 35%	90 39% b	66 30%	85 38%	103 32%	138 39% d	57 25%	90 38% f	95 43% fi	241 35% f	139 37%	102 33%	131 34%	110 37%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QF1. As far as you know, how much does it currently cost to send a standard letter by first class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 60P) (SINGLE CODE) UNPROMPTED

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
GIVING ANY INCORRECT PRICE	292 43%	90 39%	105 47%	97 43%	150 46%	141 40%	102 46%	117 50%	73 33%	292 43%	171 46%	120 39%	190 50%	102 34%
INCORRECT PRICE - BELOW 60P	213 31%	66 28%	70 31%	77 35%	110 34%	103 29%	67 30%	94 40%	53 24%	213 31%	128 34%	85 28%	140 37%	74 25%
INCORRECT PRICE - ABOVE 60P	78 11%	25 11%	34 15%	19 9%	40 12%	38 11%	35 16%	23 10%	20 9%	78 11%	44 12%	35 11%	50 13%	28 9%
Don't know	204 30%	74 32%	69 31%	61 27%	103 31%	101 29%	77 34%	51 22%	76 34%	204 30%	93 25%	110 36%	94 25%	110 37%
Refused	2 *%	- -%	- -%	2 1%	1 *%	1 *%	1 *%	1 *%	* *%	2 *%	1 *%	1 *%	* *%	2 1%
Mean price of a first class stamp in £s	.57	.56	.59	.56	.58 e	.56	.60 g	.55	.57 g	.57	.57	.57	.57	.56
Standard deviation	.19	.11	.21	.22	.23	.14	.26	.15	.14	.19	.19	.19	.21	.15
Standard error	.01	.01	.01	.01	.01	.01	.02	.01	.01	.01	.01	.01	.01	.01

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QF2. And as far as you know, how much does it currently cost to send a standard letter by second class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 50P) (SINGLE CODE) UNPROMPTED

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
1P-25P	24 4%	6 3%	8 3%	10 4%	14 4%	11 3%	9 4%	9 4%	6 2%	24 4%	13 3%	12 4%	14 4%	10 3%
26P-35P	71 10%	24 10%	22 10%	26 11%	39 12%	32 9%	21 9%	34 14% h	16 7%	71 10%	45 12%	26 8%	45 12%	26 9%
36P-45P	123 18%	40 17%	44 20%	39 18%	63 19%	60 17%	26 12%	53 22% f	45 20% f	123 18% f	73 20%	50 16%	72 19%	52 17%
46P-49P	30 4%	11 5%	12 5%	6 3%	17 5%	13 4%	10 5%	9 4%	11 5%	30 4%	19 5%	12 4%	16 4%	14 5%
50P	87 13%	26 11%	25 11%	37 17%	35 11%	52 15%	22 10%	26 11%	39 18% fg	87 13%	48 13%	39 13%	48 12%	40 13%
51P-60P	32 5%	11 5%	9 4%	13 6%	11 3%	22 6%	10 5%	16 7% h	6 3%	32 5%	21 6%	11 4%	21 5%	12 4%
61P-70P	2 *%	1 1%	1 *%	* *%	1 *%	1 *%	1 1%	1 *%	* *%	2 *%	1 *%	1 *%	1 *%	1 *%
71P OR MORE	8 1%	* *%	5 2% a	3 1%	5 1%	3 1%	7 3% ghi	1 *%	* *%	8 1%	5 1%	3 1%	6 2%	2 1%
SUMMARY CODES														
36P	9 1%	3 1%	4 2%	1 1%	4 1%	4 1%	2 1%	1 *%	5 2%	9 1%	4 1%	5 2%	2 *%	7 2% l
45P-55P	162 24%	52 23%	51 23%	58 26%	71 22%	90 26%	42 19%	55 23%	65 29% f	162 24%	92 25%	70 23%	89 23%	73 24%
GIVING ANY INCORRECT PRICE	291 43%	94 40%	100 45%	97 43%	150 46%	141 40%	85 38%	122 52% fhi	84 38%	291 43%	176 47% k	114 37%	175 46%	116 39%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QF2. And as far as you know, how much does it currently cost to send a standard letter by second class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 50P) (SINGLE CODE) UNPROMPTED

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
INCORRECT PRICE - BELOW 50P	249 37%	81 35%	86 38%	82 36%	134 41% e	115 32%	66 30%	105 45% fhi	77 35%	249 37%	149 40% k	99 32%	147 38%	102 34%
INCORRECT PRICE - ABOVE 50P	42 6%	12 5%	14 6%	16 7%	17 5%	26 7%	19 8% h	17 7% h	6 3%	42 6% h	27 7%	15 5%	28 7%	15 5%
Don't know	301 44%	113 49% c	100 44%	88 39%	140 43%	160 45%	114 51% g	87 37%	99 45%	301 44%	148 40% j	152 50%	159 42%	142 47%
Refused	2 *%	- -%	- -%	2 1%	1 *%	1 *%	1 *%	1 *%	* *%	2 *%	1 *%	1 *%	* *%	2 1%
Mean price of a second class stamp in £s	.43	.42	.43	.43	.42	.44	.44 g	.41	.43 g	.43	.43	.43	.43	.43
Standard deviation	.12	.10	.12	.12	.12	.11	.16	.10	.08	.12	.11	.12	.12	.11
Standard error	*	.01	.01	.01	.01	.01	.01	.01	.01	*	.01	.01	.01	.01

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QF3. SHOWCARD It currently costs 60p to send a standard letter first class within the UK. How would you rate the Royal Mail's first class service in terms of value for money (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m	
Significance Level: 95%															
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615	
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355	
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300	
Very good	(5.0)	69 10%	19 8%	28 13%	21 10%	37 11%	32 9%	24 11%	24 10%	21 9%	69 10%	39 10%	30 10%	38 10%	31 10%
Fairly good	(4.0)	234 34%	74 32%	79 35%	81 36%	115 35%	120 34%	93 42% gh	73 31%	68 31%	234 34%	135 36%	98 32%	135 35%	100 33%
TOTAL GOOD		303 45%	94 40%	108 48%	102 46%	151 46%	152 43%	117 53% ghi	97 41%	89 40%	303 45%	174 47%	128 42%	173 45%	130 44%
Neither good nor poor	(3.0)	118 17%	44 19%	37 16%	37 17%	62 19%	56 16%	41 19%	41 18%	36 16%	118 17%	64 17%	54 18%	65 17%	53 18%
Fairly poor	(2.0)	145 21%	44 19%	49 22%	52 23%	70 21%	75 21%	38 17%	56 24%	51 23%	145 21%	76 21%	69 22%	88 23%	57 19%
Very poor	(1.0)	108 16%	49 21% b	27 12%	32 14%	39 12%	69 19% d	23 10%	42 18% f	43 20% f	108 16%	54 14%	54 18%	53 14%	55 18%
TOTAL POOR		253 37%	92 40%	77 34%	84 38%	109 33%	144 41% d	61 28%	98 41% f	94 42% f	253 37% f	130 35%	123 40%	141 37%	112 37%
Don't know		6 1%	2 1%	4 2%	* *% 4 1%	2 1%	3 1%	* *% 3 1%	3 2%	3 2%	6 1%	5 1%	2 *% 2 1%	2 1%	4 1%
Mean score	3.0	2.9	3.1 a	3.0	3.1 e	2.9	3.3 ghi	2.9	2.9	3.0	3.1	2.9	3.0	3.0	
Standard deviation	1.27	1.30	1.26	1.25	1.23	1.30	1.18	1.29	1.31	1.27	1.26	1.29	1.25	1.30	
Standard error	.04	.06	.06	.06	.05	.05	.06	.06	.06	.04	.05	.05	.05	.05	
Columns Tested:	a,b,c - d,e - f,g,h,i - j,k - l,m														

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QF4. SHOWCARD It currently costs 50p to send a standard letter second class within the UK. How would you rate the Royal Mail's second class service in terms of value for money? (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Very good	(5.0)	47	15	19	12	23	24	17	15	15	47	26	21	23	24
		7%	6%	9%	6%	7%	7%	8%	6%	7%	7%	7%	7%	6%	8%
Fairly good	(4.0)	201	66	67	68	104	97	86	57	58	201	109	92	115	86
		30%	29%	30%	30%	32%	27%	39%	24%	26%	30%	29%	30%	30%	29%
								ghi							
TOTAL GOOD		248	81	87	80	127	120	103	73	73	248	135	113	138	110
		36%	35%	39%	36%	39%	34%	46%	31%	33%	36%	36%	37%	36%	37%
								ghi							
Neither good nor poor	(3.0)	112	44	35	33	52	61	38	42	33	112	68	44	62	50
		17%	19%	15%	15%	16%	17%	17%	18%	15%	17%	18%	14%	16%	17%
Fairly poor	(2.0)	175	50	64	61	88	87	43	72	60	175	94	80	107	68
		26%	21%	28%	27%	27%	25%	19%	30%	27%	26%	25%	26%	28%	23%
								f							
Very poor	(1.0)	135	56	33	47	55	81	35	49	52	135	68	67	69	66
		20%	24%	14%	21%	17%	23%	16%	21%	23%	20%	18%	22%	18%	22%
			b			d			f						
TOTAL POOR		310	106	96	108	142	168	78	120	112	310	162	147	176	134
		46%	45%	43%	48%	44%	47%	35%	51%	50%	46%	44%	48%	46%	45%
								f	f	f					
Don't know		11	1	7	2	6	5	4	1	5	11	8	3	5	6
		2%	1%	3%	1%	2%	1%	2%	1%	2%	2%	2%	1%	1%	2%
				a											
Mean score		2.8	2.7	2.9	2.7	2.9	2.7	3.0	2.7	2.6	2.8	2.8	2.7	2.8	2.8
								ghi							
Standard deviation		1.26	1.29	1.25	1.26	1.24	1.28	1.24	1.23	1.29	1.26	1.25	1.29	1.24	1.30
Standard error		.04	.06	.06	.06	.05	.05	.07	.06	.06	.04	.05	.05	.05	.05
Columns Tested:		a,b,c - d,e - f,g,h,i - j,k - l,m													

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QF5. SHOWCARD It currently costs 87p to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money? (SINGLE CODE)

Base : All respondents in Northern Ireland

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m	
Significance Level: 95%															
Unweighted total	185	61	62	62	88	97	58	73	54	185	88	97	103	82	
Effective Weighted Sample	130	43	41	47	62	69	41	53	37	130	62	69	74	59	
Total	19	6	6	7	9	10	6	8	5	19	9	10	12	7	
Very good	(5.0)	1 4%	* 7%	* 3%	* 3%	* 2%	1 6%	* 4%	* 4%	* 7%	1 4%	* 4%	1 5%	* 1%	1 10%
Fairly good	(4.0)	6 29%	2 30%	1 26%	2 29%	3 29%	3 28%	2 34%	2 28%	1 22%	6 29%	3 33%	3 25%	4 29%	2 28%
TOTAL GOOD		6 33%	2 37%	2 29%	2 32%	3 31%	4 35%	2 38%	3 32%	1 28%	6 33%	3 37%	3 30%	4 30%	3 38%
Neither good nor poor	(3.0)	2 11%	* 6%	1 18%	1 10%	1 12%	1 10%	* 6%	1 10%	1 18%	2 11%	1 9%	1 12%	1 9%	1 13%
Fairly poor	(2.0)	4 22%	1 13%	1 26%	2 26%	2 25%	2 19%	2 24%	2 24%	1 16%	4 22%	2 20%	2 24%	3 22%	2 22%
Very poor	(1.0)	5 25%	2 31%	1 19%	2 24%	2 18%	3 30%	1 20%	2 27%	1 27%	5 25%	3 30%	2 20%	3 27%	2 21%
TOTAL POOR		9 47%	3 44%	2 44%	4 50%	4 43%	5 50%	3 44%	4 51%	2 43%	9 47%	4 50%	5 44%	6 49%	3 43%
Don't know		2 9%	1 13%	* 8%	1 7%	1 13%	1 6%	1 12%	1 7%	1 11%	2 9%	* 4%	1 14%	1 12%	* 5%
Mean score	2.6	2.6	2.7	2.6	2.7	2.6	2.7	2.5	2.6	2.6	2.6	2.7	2.5	2.8	
Standard deviation	1.35	1.61	1.32	1.36	1.29	1.46	1.42	1.40	1.51	1.35	1.42	1.36	1.33	1.46	
Standard error	.10	.21	.18	.18	.14	.15	.19	.17	.22	.10	.15	.14	.14	.17	
Columns Tested:		a,b,c	d,e	f,g,h,i	j,k	l,m									

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QF6. SHOWCARD When sending letters or cards, which service do you use? (SINGLE CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
First class all the time	290 43%	91 39%	107 48%	91 41%	133 41%	157 44%	106 48%	106 45%	77 35%	290 43%	160 43%	130 42%	169 44%	121 40%
First class most of the time	143 21%	53 23%	49 22%	41 18%	71 22%	72 20%	43 19%	54 23%	46 21%	143 21%	85 23%	58 19%	84 22%	59 20%
First class and second class in equal amounts	94 14%	36 15%	20 9%	38 17%	42 13%	51 14%	27 12%	27 11%	40 18%	94 14%	45 12%	48 16%	52 14%	42 14%
Second class most of the time	78 11%	32 14%	28 12%	18 8%	40 12%	38 11%	21 9%	23 10%	34 15%	78 11%	44 12%	34 11%	39 10%	39 13%
Second class all the time	22 3%	5 2%	9 4%	7 3%	9 3%	12 3%	5 2%	5 2%	12 5%	22 3%	9 3%	12 4%	8 2%	13 4%
Never send letters or cards	28 4%	15 6%	7 3%	6 3%	18 5%	10 3%	15 7%	4 2%	9 4%	28 4%	10 3%	18 6%	14 4%	15 5%

SUMMARY CODES

ANY MENTION OF FIRST CLASS (NOT SECOND CLASS ALL THE TIME)

604 89%	212 91%	204 91%	188 84%	286 87%	318 90%	197 88%	210 89%	197 89%	604 89%	334 90%	270 88%	344 90%	261 87%
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ANY MENTION OF SECOND CLASS (NOT FIRST CLASS ALL THE TIME)

336 49%	126 54%	106 47%	105 47%	163 50%	174 49%	95 43%	109 46%	132 59%	336 49%	184 49%	152 49%	183 48%	154 51%
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Don't know

27 4%	1 *	4 2%	22 10%	14 4%	13 4%	6 3%	16 7%	4 2%	27 4%	19 5%	7 2%	16 4%	11 4%
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Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QF7. SHOWCARD Which, if any, of these factors influence your decision whether to use first or second class postage stamps for your items? (MULTI CODE)

Base : All who ever use second class post when sending letters or cards

	Q3 2012 MONTH			GENDER		AGE (2)				SEG (2)		WORKING STATUS		
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	662	236	202	224	309	353	151	216	295	662	347	313	320	342
Effective Weighted Sample	335	131	100	105	156	180	85	107	147	335	181	154	158	188
Total	336	126	106	105	163	174	95	109	132	336	184	152	183	154
Speed of delivery	185 55%	62 49%	62 58%	61 59%	93 57%	92 53%	57 60%	60 55%	68 52%	185 55%	108 59%	76 50%	110 60%	75 49%
Cost of postage	134 40%	45 36%	40 38%	49 47%	70 43%	64 37%	37 39%	42 38%	55 42%	134 40%	76 41%	59 39%	72 39%	63 41%
What stamps I have to hand	80 24%	31 25%	23 21%	26 25%	34 21%	47 27%	19 20%	33 31%	28 21%	80 24%	46 25%	34 22%	44 24%	36 23%
Value of the item to be sent	25 8%	8 6%	7 7%	10 10%	11 7%	14 8%	7 8%	3 3%	15 11%	25 8%	12 7%	13 9%	14 8%	11 7%
Security	12 4%	4 3%	2 2%	6 6%	3 2%	9 5%	3 3%	4 3%	6 4%	12 4%	5 3%	7 5%	7 4%	6 4%
I don't want others to think that I'm unwilling to use a first class stamp	6 2%	1 1%	1 1%	3 3%	2 1%	4 2%	1 1%	2 2%	3 3%	6 2%	4 2%	2 1%	2 1%	4 2%
Privacy	1 * *0%	* *0%	* *0%	* *0%	* *0%	* *0%	* *0%	* *0%	* *0%	1 * *0%	* *0%	* *0%	* *0%	* *0%
None of these	11 3%	2 2%	5 4%	4 4%	3 2%	8 4%	4 4%	3 3%	4 3%	11 3%	5 3%	5 4%	6 3%	5 3%
Don't know	5 2%	1 1%	1 1%	3 3%	3 2%	2 1%	1 1%	1 1%	3 2%	5 2%	1 1%	4 2%	* *0%	5 3%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

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QF8. SHOWCARD As you may know, the price of first and second class postage increased on 30th April 2012. Which of these statements best describes the impact, if any, of the price rise on the stamps you have bought since then? (MULTI CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)			WORKING STATUS		
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
I buy the same amount of 1st and 2nd class stamps as I did before the increase - no change	386 57%	139 60%	122 54%	125 56%	202 62% e	184 52%	149 67% ghi	120 51%	116 52%	386 57%	202 54%	182 59%	211 55%	175 58%
I bought more stamps than usual before the price went up	89 13%	31 13%	27 12%	31 14%	30 9%	58 16% d	15 7%	40 17% f	33 15% f	89 13% f	62 17% k	27 9%	52 14%	37 12%
I buy fewer stamps than I did before the increase and use other methods such as phoning or email	86 13%	25 11%	37 16%	24 11%	44 13%	42 12%	20 9%	40 17% f	26 12%	86 13%	48 13%	38 12%	63 16% m	23 8%
I buy more 2nd class stamps than I did before the price increase	62 9%	28 12% b	14 6%	20 9%	20 6%	42 12% d	14 6%	18 8%	30 13% fji	62 9% f	34 9%	28 9%	26 7%	36 12% l
Any other impact on stamps bought since the increase	47 7%	9 4%	19 8% a	19 9% a	19 6%	28 8%	12 6%	18 8%	17 8%	47 7%	25 7%	23 7%	25 7%	22 7%
ANY IMPACT ON STAMPS BOUGHT SINCE THE PRICE INCREASE	189 28%	60 26%	67 30%	62 28%	80 25%	109 31%	46 21%	73 31% f	69 31% f	189 28% f	103 28%	86 28%	112 29%	77 26%
Don't know	27 4%	9 4%	8 4%	9 4%	17 5%	10 3%	14 6%	5 2%	8 4%	27 4%	12 3%	15 5%	12 3%	14 5%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QF9. SHOWCARD Thinking about the cost of postal services in the current climate. To what extent do you agree or disagree that postal services are affordable, so that you do not have to ration your use of them and you do not have to cut back on essentials like food and heating in order to use them? (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)			WORKING STATUS		
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Strongly disagree	(5.0)	57 8%	23 10%	20 9%	14 6%	24 7%	33 9%	13 6%	19 8%	25 11%	57 8%	30 8%	27 9%	31 8%	26 9%
Slightly disagree	(4.0)	102 15%	33 14%	43 19%	26 11%	39 12%	63 18%	32 15%	38 16%	32 14%	102 15%	61 16%	41 13%	58 15%	44 15%
TOTAL DISAGREE		158 23%	57 24%	62 28%	39 18%	63 19%	95 27%	45 20%	57 24%	56 25%	158 23%	91 24%	67 22%	89 23%	70 23%
Neither agree nor disagree	(3.0)	152 22%	51 22%	54 24%	47 21%	70 21%	82 23%	40 18%	64 27%	49 22%	152 22%	77 21%	76 25%	84 22%	68 23%
Slightly agree	(2.0)	191 28%	73 31%	57 25%	61 27%	104 32%	87 24%	68 31%	61 26%	62 28%	191 28%	99 27%	91 30%	112 29%	79 26%
Strongly agree	(1.0)	156 23%	39 17%	48 21%	69 31%	81 25%	75 21%	53 24%	53 22%	50 22%	156 23%	95 25%	60 20%	86 23%	69 23%
TOTAL AGREE		347 51%	112 48%	105 47%	129 58%	185 56%	162 46%	121 54%	114 48%	112 50%	347 51%	194 52%	151 49%	198 52%	149 50%
Don't know		24 4%	13 6%	3 1%	8 3%	9 3%	15 4%	17 7%	1 1%	6 3%	24 4%	11 3%	13 4%	10 3%	14 5%
Mean score		2.6	2.7	2.7	2.3	2.4	2.7	2.4	2.6	2.6	2.6	2.5	2.6	2.6	2.6
Standard deviation		1.24	1.23	1.25	1.22	1.21	1.27	1.21	1.23	1.30	1.24	1.27	1.22	1.24	1.26
Standard error		.04	.06	.06	.06	.05	.05	.07	.06	.06	.04	.05	.05	.05	.05

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QG1A. In the last 12 months, have you experienced problems with Royal Mail's service in terms of lost mail? (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes	100 15%	39 17%	32 14%	29 13%	44 13%	56 16%	36 16%	41 17% h	23 11%	100 15%	63 17%	37 12%	63 17%	37 12%
No	562 83%	189 81%	189 84%	184 82%	277 85%	285 81%	177 80%	186 79%	199 89% fgi	562 83%	296 79%	265 86% j	305 80%	258 86% l
Don't know	19 3%	4 2%	4 2%	11 5%	6 2%	13 4%	9 4%	9 4% h	* *% h	19 3% h	14 4%	5 2%	14 4%	5 2%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QG1B. In the last 12 months, have you experienced problems with Royal Mail's service in terms of damaged mail? (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes	80 12%	32 14% c	30 14%	18 8%	37 11%	43 12%	29 13% h	35 15% h	16 7%	80 12%	48 13%	32 11%	50 13%	30 10%
No	598 88%	200 86%	194 86%	204 91%	288 88%	310 88%	192 86%	200 85%	206 93% fgi	598 88%	323 87%	273 89%	329 86%	269 90%
Don't know	3 *%	1 *%	- -%	2 1%	2 1%	* *%	2 1%	1 *%	- -%	3 *%	2 *%	1 *%	2 1%	* *%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QG1C. In the last 12 months, have you experienced problems with Royal Mail's service in terms of delayed mail? (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes	122 18%	44 19%	39 18%	39 17%	53 16%	69 20%	47 21% h	45 19%	30 14%	122 18%	75 20%	48 16%	77 20%	45 15%
No	541 79%	183 78%	185 82%	174 78%	267 82%	275 78%	169 76%	183 77%	190 85% fgj	541 79%	288 77%	251 82%	292 77%	249 83% l
Don't know	17 3%	6 2% b	* *%	11 5% b	7 2%	10 3%	7 3%	8 3%	2 1%	17 3%	9 3%	8 3%	12 3%	6 2%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.**Table 70**

QG1D. In the last 12 months, have you experienced problems with Royal Mail's service in terms of mis-delivered mail - so mail that has been incorrectly delivered to your address, or your mail has been delivered to someone else's address? (SINGLE CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)			WORKING STATUS		
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes	210 31%	64 27%	80 35%	66 30%	99 30%	110 31%	59 27%	87 37%	64 29%	210 31%	127 34%	83 27%	126 33%	84 28%
No	464 68%	165 71%	144 64%	156 70%	224 69%	240 68%	159 71%	148 63%	157 71%	464 68%	243 65%	220 72%	252 66%	212 71%
Don't know	7 1%	4 2%	1 *%	2 1%	3 1%	4 1%	5 2%	1 *%	1 1%	7 1%	3 1%	4 1%	3 1%	4 1%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QG1E. In the last 12 months, have you experienced problems with Royal Mail's service in terms of mail that has been tampered with? (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes	36 5%	19 8% c	11 5%	5 2%	12 4%	24 7%	12 5%	14 6%	10 5%	36 5%	20 5%	16 5%	24 6%	12 4%
No	637 93%	210 90%	213 95%	214 96% a	309 95%	327 92%	207 93%	219 93%	210 94%	637 93%	348 93%	286 93%	352 92%	284 95%
Don't know	9 1%	3 1%	* *%	5 2%	6 2%	3 1%	4 2%	3 1%	2 1%	9 1%	5 1%	4 1%	5 1%	4 1%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

SUMMARY - EXPERIENCE OF PROBLEMS WITH ROYAL MAIL'S SERVICE IN THE LAST 12 MONTHS

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
MIS-DELIVERED MAIL	210 31%	64 27%	80 35%	66 30%	99 30%	110 31%	59 27%	87 37%	64 29%	210 31%	127 34%	83 27%	126 33%	84 28%
DELAYED MAIL	122 18%	44 19%	39 18%	39 17%	53 16%	69 20%	47 21%	45 19%	30 14%	122 18%	75 20%	48 16%	77 20%	45 15%
LOST MAIL	100 15%	39 17%	32 14%	29 13%	44 13%	56 16%	36 16%	41 17%	23 11%	100 15%	63 17%	37 12%	63 17%	37 12%
DAMAGED MAIL	80 12%	32 14%	30 14%	18 8%	37 11%	43 12%	29 13%	35 15%	16 7%	80 12%	48 13%	32 11%	50 13%	30 10%
MAIL THAT HAS BEEN TAMPERED WITH	36 5%	19 8%	11 5%	5 2%	12 4%	24 7%	12 5%	14 6%	10 5%	36 5%	20 5%	16 5%	24 6%	12 4%
EXPERIENCED ANY OF THESE IN THE LAST 12 MONTHS	299 44%	97 42%	105 47%	97 43%	138 42%	161 45%	101 45%	111 47%	87 39%	299 44%	180 48%	119 39%	180 47%	119 40%
NONE OF THESE	365 54%	129 56%	119 53%	116 52%	183 56%	182 51%	112 50%	121 51%	133 60%	365 54%	183 49%	180 59%	191 50%	174 58%
NOT SURE	17 2%	7 3%	- -%	10 5%	6 2%	11 3%	10 4%	4 2%	3 1%	17 2%	9 3%	8 2%	10 3%	7 2%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QG2. In the last 12 months, have you had cause to complain to Royal Mail about its services? (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes - and made any complaints	43	13	15	14	26	17	11	20	11	43	29	14	25	18
	6%	6%	7%	6%	8%	5%	5%	9%	5%	6%	8%	5%	7%	6%
Yes - but did not make any complaints	26	12	7	7	7	19	13	6	7	26	10	16	17	9
	4%	5%	3%	3%	2%	5%	6%	2%	3%	4%	3%	5%	4%	3%
						d								
No	611	206	203	202	292	318	198	210	202	611	332	277	337	273
	90%	89%	90%	90%	89%	90%	89%	89%	91%	90%	89%	90%	88%	91%
ANY CAUSE TO COMPLAIN TO ROYAL MAIL IN THE LAST 12 MONTHS	69	25	22	22	33	36	24	26	19	69	39	30	42	26
	10%	11%	10%	10%	10%	10%	11%	11%	8%	10%	10%	10%	11%	9%
Don't know	2	2	*	*	2	-	*	*	1	2	2	*	2	*
	*%	1%	*%	*%	1%	-%	*%	*%	1%	*%	*%	*%	*%	*%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QG3A. SHOWCARD Thinking of Royal Mail's response to your complaint, how satisfied were you with the response to your complaint (SINGLE CODE)

Base : All who have made a complaint to Royal Mail about its services in the last 12 months

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY ~a	AUG ~b	SEPT ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ALL i	ABC1 ~j	C2DE ~k	WORKING ~l	NOT WORKING ~m
Significance Level: 95%														
Unweighted total	78	26	20	32	40	38	19	36	23	78	45	33	43	35
Effective Weighted Sample	39	14	12	13	21	18	10	18	11	39	26	13	21	18
Total	43	13	15	14	26	17	11	20	11	43	29	14	25	18
Base for %	42	13	15	14	26	17	11	20	11	42	28	14	25	18
Very satisfied	(5.0)	7 17%	** **	** **	** **	** **	** **	** **	** **	7 17%	** **	** **	** **	** **
Fairly satisfied	(4.0)	9 21%	** **	** **	** **	** **	** **	** **	** **	9 21%	** **	** **	** **	** **
TOTAL SATISFIED		16 38%	** **	** **	** **	** **	** **	** **	** **	16 38%	** **	** **	** **	** **
Neither satisfied nor dissatisfied	(3.0)	5 13%	** **	** **	** **	** **	** **	** **	** **	5 13%	** **	** **	** **	** **
Fairly dissatisfied	(2.0)	7 17%	** **	** **	** **	** **	** **	** **	** **	7 17%	** **	** **	** **	** **
Very dissatisfied	(1.0)	14 33%	** **	** **	** **	** **	** **	** **	** **	14 33%	** **	** **	** **	** **
TOTAL DISSATISFIED		21 49%	** **	** **	** **	** **	** **	** **	** **	21 49%	** **	** **	** **	** **
Don't know		1	**	**	**	**	**	**	**	1	**	**	**	**
Mean score		2.7	**	**	**	**	**	**	**	2.7	**	**	**	**
Standard deviation		1.53	**	**	**	**	**	**	**	1.53	**	**	**	**
Standard error		.17	**	**	**	**	**	**	**	.17	**	**	**	**

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QG3B. SHOWCARD Thinking of Royal Mail's response to your complaint, how satisfied were you with the time taken to resolve your complaint (SINGLE CODE)

Base : All who have made a complaint to Royal Mail about its services in the last 12 months

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)			WORKING STATUS		
		JULY ~a	AUG ~b	SEPT ~c	MALE ~d	FEMALE ~e	16-34 ~f	35-54 ~g	55+ ~h	ALL i	ABC1 ~j	C2DE ~k	WORKING ~l	NOT WORKING ~m	
Significance Level: 95%															
Unweighted total	78	26	20	32	40	38	19	36	23	78	45	33	43	35	
Effective Weighted Sample	39	14	12	13	21	18	10	18	11	39	26	13	21	18	
Total	43	13	15	14	26	17	11	20	11	43	29	14	25	18	
Base for %	41	13	15	13	26	15	11	19	11	41	27	14	23	18	
Very satisfied	(5.0)	6	**	**	**	**	**	**	**	**	6	**	**	**	**
		15%	**	**	**	**	**	**	**	**	15%	**	**	**	**
Fairly satisfied	(4.0)	10	**	**	**	**	**	**	**	**	10	**	**	**	**
		24%	**	**	**	**	**	**	**	**	24%	**	**	**	**
TOTAL SATISFIED		16	**	**	**	**	**	**	**	**	16	**	**	**	**
		39%	**	**	**	**	**	**	**	**	39%	**	**	**	**
Neither satisfied nor dissatisfied	(3.0)	6	**	**	**	**	**	**	**	**	6	**	**	**	**
		15%	**	**	**	**	**	**	**	**	15%	**	**	**	**
Fairly dissatisfied	(2.0)	6	**	**	**	**	**	**	**	**	6	**	**	**	**
		15%	**	**	**	**	**	**	**	**	15%	**	**	**	**
Very dissatisfied	(1.0)	13	**	**	**	**	**	**	**	**	13	**	**	**	**
		31%	**	**	**	**	**	**	**	**	31%	**	**	**	**
TOTAL DISSATISFIED		19	**	**	**	**	**	**	**	**	19	**	**	**	**
		46%	**	**	**	**	**	**	**	**	46%	**	**	**	**
Don't know		2	**	**	**	**	**	**	**	**	2	**	**	**	**
Mean score		2.8	**	**	**	**	**	**	**	**	2.8	**	**	**	**
Standard deviation		1.50	**	**	**	**	**	**	**	**	1.50	**	**	**	**
Standard error		.17	**	**	**	**	**	**	**	**	.17	**	**	**	**

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH1A. SHOWCARD Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your bank or building society? (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Base for %	679	233	224	222	325	353	220	236	222	679	371	306	381	297
Post	312 46%	106 46%	103 46%	103 47%	151 46%	162 46%	71 32%	111 47%	130 59%	312 46%	146 39%	166 54%	159 42%	153 52%
								f	fgi	f		j		l
Email/ online	175 26%	63 27%	54 24%	57 26%	83 26%	92 26%	79 36%	65 28%	30 14%	175 26%	126 34%	49 16%	132 35%	43 14%
							hi	h		h	k		m	
Phone call	105 16%	27 11%	42 19%	37 17%	52 16%	53 15%	35 16%	39 17%	32 14%	105 16%	56 15%	49 16%	52 14%	53 18%
			a											
Text message	11 2%	5 2%	2 1%	4 2%	1 *	9 3%	9 4%	1 1%	- -%	11 2%	2 *	9 3%	7 2%	3 1%
						d	ghi			h		j		
Other	59 9%	21 9%	22 10%	17 7%	30 9%	29 8%	19 9%	16 7%	24 11%	59 9%	33 9%	26 8%	26 7%	33 11%
No preference	16 2%	11 5%	1 1%	4 2%	8 3%	8 2%	7 3%	3 1%	6 3%	16 2%	9 2%	8 3%	5 1%	12 4%
		b												l
Don't know	2	*	1	2	1	1	2	*	*	2	2	*	-	2
Columns Tested:		a,b,c	d,e	f,g,h,i	j,k	l,m								

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.**QH1B. SHOWCARD Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your gas or electricity provider? (SINGLE CODE)**

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Base for %	657	225	212	219	314	343	200	236	221	657	359	296	374	283
Post	337	117	106	114	158	179	87	117	132	337	157	179	175	162
		51%	52%	50%	50%	52%	44%	50%	60%	51%	44%	61%	47%	57%
									fgi			j		l
Email/ online	179	68	52	59	97	83	61	72	46	179	136	44	130	49
		27%	30%	25%	31%	24%	31%	31%	21%	27%	38%	15%	35%	17%
							h	h		h	k		m	
Phone call	109	23	48	37	49	59	37	37	34	109	54	53	54	55
		17%	10%	23%	16%	17%	19%	16%	16%	17%	15%	18%	14%	20%
			a	a										
Text message	4	1	*	3	*	4	4	*	*	4	*	4	3	1
		1%	1%	*%	1%	*%	2%	*%	*%	1%	*%	1%	1%	*%
							gh					j		
Other	10	6	4	1	6	5	6	3	2	10	6	5	7	4
		2%	2%	1%	2%	1%	3%	1%	1%	2%	2%	2%	2%	1%
No preference	17	10	2	5	4	13	4	6	7	17	6	11	6	11
		3%	5%	2%	1%	4%	2%	3%	3%	3%	2%	4%	2%	4%
			b			d								l
Don't know	24	7	12	5	13	12	22	1	1	24	14	11	7	17
Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m														

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

Table 78

QH1C. SHOWCARD Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your local council or tax office? (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Base for %	666	228	218	220	320	346	209	235	221	666	363	301	378	287
Post	398	140	122	136	183	215	112	132	154	398	198	199	212	185
	60%	62%	56%	62%	57%	62%	53%	56%	70%	60%	55%	66%	56%	65%
									fgi			j		l
Email/ online	109	42	31	36	64	45	42	47	21	109	84	25	80	29
	16%	19%	14%	16%	20%	13%	20%	20%	9%	16%	23%	8%	21%	10%
					e		h	h		h	k		m	
Phone call	104	22	46	37	52	52	30	42	33	104	56	47	57	48
	16%	9%	21%	17%	16%	15%	14%	18%	15%	16%	15%	16%	15%	17%
			a	a										
Text message	6	3	*	3	*	5	6	*	-	6	*	6	5	1
	1%	1%	*%	1%	*%	2%	3%	*%	-%	1%	*%	2%	1%	*%
						d	ghi					j		
Other	31	11	13	6	11	19	16	7	8	31	16	15	15	16
	5%	5%	6%	3%	4%	6%	8%	3%	3%	5%	4%	5%	4%	6%
							gh							
No preference	18	9	6	3	9	8	4	8	6	18	9	9	9	8
	3%	4%	3%	1%	3%	2%	2%	3%	3%	3%	2%	3%	2%	3%
Don't know	16	5	7	4	7	8	14	1	1	16	10	6	3	12

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

SUMMARY TO SHOW PREFERENCE FOR RECEIVING COMMUNICATION BY POST FROM ORGANISATIONS HAVE A RELATIONSHIP WITH

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
LOCAL COUNCIL OR TAX OFFICE	398 58%	140 60%	122 54%	136 61%	183 56%	215 61%	112 50%	132 56%	154 69% fji	398 58% f	198 53%	199 65% j	212 56%	185 62%
GAS OR ELECTRICITY PROVIDER	337 49%	117 50%	106 47%	114 51%	158 48%	179 50%	87 39%	117 50% f	132 59% fji	337 49% f	157 42%	179 58% j	175 46%	162 54% l
BANK OR BUILDING SOCIETY	312 46%	106 46%	103 46%	103 46%	151 46%	162 46%	71 32%	111 47% f	130 59% fji	312 46% f	146 39%	166 54% j	159 42%	153 51% l
ALL OF THESE	262 38%	91 39%	80 36%	91 41%	123 38%	138 39%	56 25%	92 39% f	113 51% fji	262 38% f	116 31%	145 47% j	127 33%	135 45% l
ANY OF THESE	427 63%	149 64%	134 60%	144 64%	200 61%	228 64%	120 54%	145 61% f	163 73% fji	427 63% f	215 58%	212 69% j	232 61%	195 65%
NONE OF THESE	254 37%	83 36%	91 40%	80 36%	127 39%	126 36%	103 46% hi	91 39% h	60 27%	254 37% h	158 42% k	95 31%	149 39%	105 35%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH2A. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I love to send and receive letters and cards (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Base for %		680	233	225	223	326	354	222	236	222	680	372	307	381	299
Strongly disagree	(5.0)	48	17	14	17	31	17	18	13	17	48	27	22	24	24
		7%	7%	6%	8%	10%	5%	8%	5%	8%	7%	7%	7%	6%	8%
						e									
Slightly disagree	(4.0)	80	32	21	27	47	33	39	23	18	80	46	33	49	31
		12%	14%	9%	12%	14%	9%	17%	10%	8%	12%	12%	11%	13%	10%
						e		ghi							
TOTAL DISAGREE		128	49	35	44	78	50	57	36	35	128	73	54	73	55
		19%	21%	16%	20%	24%	14%	26%	15%	16%	19%	20%	18%	19%	18%
						e		ghi							
Neither agree nor disagree	(3.0)	174	67	54	53	103	71	62	62	50	174	88	85	97	76
		26%	29%	24%	24%	31%	20%	28%	26%	22%	26%	24%	28%	26%	26%
						e									
Slightly agree	(2.0)	185	54	64	68	83	102	59	62	64	185	104	81	108	77
		27%	23%	28%	30%	25%	29%	27%	26%	29%	27%	28%	27%	28%	26%
Strongly agree	(1.0)	194	63	72	59	63	131	44	76	74	194	107	86	103	91
		28%	27%	32%	26%	19%	37%	20%	32%	33%	28%	29%	28%	27%	30%
						d			f	f	f				
TOTAL AGREE		379	117	136	127	146	233	103	138	138	379	211	168	211	168
		56%	50%	60%	57%	45%	66%	46%	59%	62%	56%	57%	55%	55%	56%
				a		d		f	f	f					
Don't know		1	-	-	1	1	*	1	-	*	1	1	-	-	1
Mean score		2.4	2.5	2.3	2.4	2.7	2.2	2.7	2.3	2.3	2.4	2.4	2.4	2.4	2.4
						e		ghi							
Standard deviation		1.21	1.23	1.19	1.22	1.21	1.16	1.21	1.18	1.22	1.21	1.22	1.20	1.19	1.24
Standard error		.03	.06	.06	.06	.05	.05	.07	.06	.06	.03	.05	.05	.05	.05
Columns Tested:		a,b,c - d,e - f,g,h,i - j,k - l,m													

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH2B. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I prefer to send emails rather than letters whenever possible (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Base for %		679	232	224	223	326	352	222	236	222	679	371	306	381	298
Strongly disagree	(5.0)	169	59	52	58	70	99	31	39	99	169	66	102	54	115
		25%	25%	23%	26%	21%	28% d	14%	17%	45% fgi	25% fg	18%	33% j	14%	39% l
Slightly disagree	(4.0)	79	24	38	17	37	42	19	30	30	79	45	34	46	33
		12%	10%	17% ac	8%	11%	12%	9%	13%	13%	12%	12%	11%	12%	11%
TOTAL DISAGREE		248	82	91	75	107	142	50	69	129	248	111	136	100	149
		37%	36%	41%	34%	33%	40% d	23%	29%	58% fgi	37% fg	30%	45% j	26%	50% l
Neither agree nor disagree	(3.0)	82	21	31	30	41	40	26	39	17	82	45	36	55	27
		12%	9%	14%	13%	13%	11%	12%	16% h	8%	12%	12%	12%	14% m	9%
Slightly agree	(2.0)	133	47	47	39	58	75	68	47	18	133	67	66	87	46
		20%	20%	21%	18%	18%	21%	31% ghi	20% h	8%	20% h	18%	21%	23% m	15%
Strongly agree	(1.0)	216	82	56	79	120	96	78	81	58	216	148	68	140	76
		32%	35% b	25%	35% b	37% e	27%	35% h	34% h	26%	32%	40% k	22%	37% m	26%
TOTAL AGREE		349	129	102	118	178	171	146	128	76	349	215	133	227	123
		51%	56% b	46%	53%	55%	48%	66% ghi	54% h	34%	51% h	58% k	44%	59% m	41%
Don't know		2	1	1	1	*	2	1	1	1	2	1	1	*	2
Mean score		2.8	2.7	2.9	2.7	2.6	2.9	2.4	2.6	3.4	2.8	2.5	3.1	2.4	3.2
							d			fgi	f		j		l
Standard deviation		1.59	1.63	1.52	1.63	1.58	1.60	1.40	1.48	1.70	1.59	1.54	1.59	1.44	1.67
Standard error		.05	.08	.08	.08	.07	.06	.08	.07	.08	.05	.06	.07	.06	.07
Columns Tested:		a,b,c - d,e - f,g,h,i - j,k - l,m													

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH2C. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I prefer to send letters or emails to companies rather than make a phone call, so that I have a written record (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Base for %		678	233	225	221	326	353	221	235	222	678	370	307	380	298
Strongly disagree	(5.0)	80	31	26	22	33	47	22	18	40	80	32	47	30	49
		12%	14%	12%	10%	10%	13%	10%	8%	18%	12%	9%	15%	8%	17%
										fgi		j		l	
Slightly disagree	(4.0)	88	31	35	21	41	46	31	27	29	88	45	42	48	40
		13%	14%	15%	10%	13%	13%	14%	12%	13%	13%	12%	14%	13%	13%
TOTAL DISAGREE		167	63	61	43	74	94	52	45	69	167	77	89	78	89
		25%	27%	27%	20%	23%	27%	24%	19%	31%	25%	21%	29%	21%	30%
										gi		j		l	
Neither agree nor disagree	(3.0)	109	27	40	42	62	47	38	42	29	109	60	49	60	49
		16%	12%	18%	19%	19%	13%	17%	18%	13%	16%	16%	16%	16%	16%
					a	e									
Slightly agree	(2.0)	145	43	47	55	60	85	50	54	41	145	71	74	80	65
		21%	19%	21%	25%	19%	24%	22%	23%	19%	21%	19%	24%	21%	22%
Strongly agree	(1.0)	257	99	77	81	130	127	81	93	83	257	161	95	162	95
		38%	43%	34%	36%	40%	36%	37%	40%	37%	38%	44%	31%	43%	32%
											k		m		
TOTAL AGREE		402	142	124	136	190	212	130	148	124	402	233	169	242	160
		59%	61%	55%	61%	58%	60%	59%	63%	56%	59%	63%	55%	64%	54%
											k		m		
Don't know		3	-	*	2	1	1	1	1	*	3	2	*	1	1
Mean score		2.4	2.4	2.5	2.3	2.3	2.4	2.4	2.2	2.6	2.4	2.2	2.6	2.2	2.6
										g		j		l	
Standard deviation		1.40	1.48	1.40	1.32	1.37	1.43	1.36	1.30	1.53	1.40	1.35	1.44	1.33	1.46
Standard error		.04	.07	.07	.07	.06	.06	.07	.06	.07	.04	.05	.06	.05	.06

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH2D. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I only use post if there is no alternative (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Base for %		678	233	225	220	327	351	221	236	220	678	369	307	381	296
Strongly disagree	(5.0)	136	44	46	45	48	88	29	43	64	136	71	65	58	77
		20%	19%	20%	21%	15%	25% d	13%	18%	29% fgi	20% f	19%	21%	15%	26% l
Slightly disagree	(4.0)	138	36	56	46	68	70	39	55	44	138	80	58	89	49
		20%	15%	25% a	21%	21%	20%	18%	23%	20%	20%	22%	19%	23% m	17%
TOTAL DISAGREE		274	80	102	91	116	158	68	98	107	274	151	123	148	126
		40%	34%	46% a	41%	35%	45% d	31%	42% f	49% fi	40% f	41%	40%	39%	43%
Neither agree nor disagree	(3.0)	109	41	35	33	51	57	37	46	25	109	57	52	68	40
		16%	18%	16%	15%	16%	16%	17%	20% h	11%	16%	15%	17%	18%	14%
Slightly agree	(2.0)	143	46	52	44	83	60	56	52	34	143	75	67	85	58
		21%	20%	23%	20%	25% e	17%	25% h	22%	15%	21%	20%	22%	22%	19%
Strongly agree	(1.0)	152	65	35	52	77	76	60	39	54	152	86	65	80	72
		22%	28% b	15%	24% b	23%	22%	27% g	17%	24% g	22%	23%	21%	21%	24%
TOTAL AGREE		295	111	87	97	160	135	116	91	88	295	161	132	165	130
		44%	48% b	39%	44%	49% e	39%	52% ghi	39%	40%	44%	44%	43%	43%	44%
Don't know		4	*	-	3	-	4	1	-	2	4	4	-	-	4
Mean score		2.9	2.8	3.1 a	2.9	2.8	3.1 d	2.6	3.0 f	3.1 f	2.9 f	2.9	3.0	2.9	3.0
Standard deviation		1.45	1.48	1.38	1.48	1.39	1.49	1.38	1.36	1.57	1.45	1.46	1.45	1.38	1.54
Standard error		.04	.07	.07	.07	.06	.06	.07	.07	.07	.04	.06	.06	.06	.06
Columns Tested:		a,b,c - d,e - f,g,h,i - j,k - l,m													

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH2E. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I would feel cut off from society if I can't send or don't receive post (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m	
Significance Level: 95%															
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615	
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355	
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300	
Base for %	666	228	223	215	321	346	215	231	220	666	365	299	372	294	
Strongly disagree	(5.0)	122	49	35	38	78	43	47	38	37	122	72	48	73	48
		18%	22%	16%	18%	24%	13%	22%	16%	17%	18%	20%	16%	20%	16%
					e										
Slightly disagree	(4.0)	136	41	49	45	73	63	48	51	38	136	82	54	86	50
		20%	18%	22%	21%	23%	18%	22%	22%	17%	20%	23%	18%	23%	17%
													m		
TOTAL DISAGREE		258	90	84	83	151	106	95	89	74	258	155	101	159	98
		39%	40%	38%	39%	47%	31%	44%	38%	34%	39%	42%	34%	43%	33%
						e		h			k		m		
Neither agree nor disagree	(3.0)	80	30	24	26	38	42	36	26	17	80	38	43	47	33
		12%	13%	11%	12%	12%	12%	17%	11%	8%	12%	10%	14%	13%	11%
								h							
Slightly agree	(2.0)	165	53	61	51	74	91	48	61	56	165	89	75	94	71
		25%	23%	27%	24%	23%	26%	22%	26%	25%	25%	24%	25%	25%	24%
Strongly agree	(1.0)	163	53	54	56	57	106	36	55	72	163	84	80	72	92
		25%	23%	24%	26%	18%	31%	17%	24%	33%	25%	23%	27%	19%	31%
						d	d	f	fgi	f	f				l
TOTAL AGREE		328	107	115	107	131	197	84	116	128	328	173	155	165	163
		49%	47%	51%	50%	41%	57%	39%	50%	58%	49%	47%	52%	44%	55%
							d	f	f	fi	f				l
Don't know		15	5	1	8	6	8	7	5	3	15	7	8	10	5
Mean score		2.8	2.9	2.8	2.8	3.1	2.6	3.1	2.8	2.6	2.8	2.9	2.7	3.0	2.6
						e		ghi			h		m		
Standard deviation		1.46	1.49	1.43	1.47	1.46	1.41	1.41	1.44	1.50	1.46	1.48	1.43	1.43	1.48
Standard error		.04	.07	.07	.07	.06	.06	.08	.07	.07	.04	.06	.06	.06	.06
Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m															

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH2F. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I only send my mail first class if it needs to get there the next day (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m	
Significance Level: 95%															
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615	
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355	
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300	
Base for %	677	231	224	222	325	352	220	236	221	677	371	304	381	296	
Strongly disagree	(5.0)	125 18%	44 19%	42 19%	38 17%	61 19%	64 18%	40 18%	44 19%	40 18%	125 18%	76 20%	49 16%	75 20%	49 17%
Slightly disagree	(4.0)	110 16%	31 13%	40 18%	39 18%	50 16%	59 17%	39 18%	33 14%	37 17%	110 16%	60 16%	50 16%	57 15%	53 18%
TOTAL DISAGREE		234 35%	75 33%	82 37%	77 35%	111 34%	123 35%	79 36%	78 33%	77 35%	234 35%	135 37%	99 32%	133 35%	102 34%
Neither agree nor disagree	(3.0)	102 15%	31 13%	36 16%	36 16%	50 15%	52 15%	35 16%	37 16%	30 14%	102 15%	44 12%	58 19%	54 14%	48 16%
Slightly agree	(2.0)	114 17%	43 19%	35 16%	37 16%	54 17%	60 17%	34 16%	39 16%	41 19%	114 17%	60 16%	53 18%	64 17%	50 17%
Strongly agree	(1.0)	226 33%	82 36%	71 32%	73 33%	109 34%	117 33%	71 32%	83 35%	72 33%	226 33%	132 36%	94 31%	130 34%	96 33%
TOTAL AGREE		340 50%	125 54%	106 47%	110 49%	163 50%	177 50%	105 48%	121 51%	114 51%	340 50%	192 52%	147 48%	194 51%	146 49%
Don't know		4	2	1	2	2	3	1	1	4	2	3	1	4	
Mean score		2.7	2.6	2.8	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	2.7	
Standard deviation		1.52	1.54	1.52	1.50	1.52	1.52	1.53	1.52	1.52	1.57	1.46	1.54	1.49	
Standard error		.04	.08	.08	.07	.06	.06	.08	.07	.07	.04	.06	.06	.06	

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH2G. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I send fewer letters by post now due to the cost (SINGLE CODE)

Base : All respondents

		Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%															
Unweighted total		1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample		681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total		681	233	225	224	327	354	222	236	222	681	373	307	381	300
Base for %		678	231	224	223	327	351	220	236	222	678	372	304	381	296
Strongly disagree	(5.0)	171	58	60	52	92	79	52	60	59	171	96	74	92	78
		25%	25%	27%	23%	28%	23%	23%	26%	27%	25%	26%	24%	24%	26%
Slightly disagree	(4.0)	166	70	41	54	81	85	58	53	55	166	82	83	89	77
		24%	31%	18%	24%	25%	24%	27%	22%	25%	24%	22%	27%	23%	26%
			b												
TOTAL DISAGREE		337	129	101	107	172	164	110	113	114	337	179	157	182	155
		50%	56%	45%	48%	53%	47%	50%	48%	51%	50%	48%	51%	48%	52%
			b												
Neither agree nor disagree	(3.0)	151	43	63	45	82	69	57	53	40	151	86	65	93	58
		22%	19%	28%	20%	25%	20%	26%	23%	18%	22%	23%	21%	24%	20%
			a					h							
Slightly agree	(2.0)	89	22	30	38	38	52	20	41	29	89	57	32	55	35
		13%	9%	13%	17%	12%	15%	9%	17%	13%	13%	15%	11%	14%	12%
			a					f							
Strongly agree	(1.0)	101	37	30	34	35	66	33	29	39	101	51	50	52	49
		15%	16%	13%	15%	11%	19%	15%	12%	18%	15%	14%	16%	14%	17%
			d												
TOTAL AGREE		190	59	60	71	73	118	53	69	68	190	108	82	107	84
		28%	26%	27%	32%	22%	33%	24%	29%	31%	28%	29%	27%	28%	28%
			d												
Don't know		3	2	*	1	*	3	2	*	*	3	*	3	-	3
Mean score		3.3	3.4	3.3	3.2	3.5	3.2	3.3	3.3	3.3	3.3	3.3	3.3	3.3	3.3
						e									
Standard deviation		1.37	1.38	1.35	1.38	1.30	1.42	1.34	1.35	1.44	1.37	1.36	1.38	1.34	1.41
Standard error		.04	.07	.07	.07	.05	.06	.07	.07	.07	.04	.05	.06	.05	.06
Columns Tested:		a,b,c - d,e - f,g,h,i - j,k - l,m													

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH2H. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I trust second class post to get there in a reasonable timeframe (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m	
Significance Level: 95%															
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615	
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355	
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300	
Base for %	648	219	214	216	310	339	213	227	209	648	356	291	363	285	
Strongly disagree	(5.0)	76 12%	25 12%	30 14%	21 10%	34 11%	42 12%	21 10%	23 10%	32 15%	76 12%	42 12%	34 12%	36 10%	41 14%
Slightly disagree	(4.0)	83 13%	25 12%	22 10%	36 17%	30 10%	53 16% d	24 11%	34 15%	26 12%	83 13%	43 12%	40 14%	44 12%	39 14%
TOTAL DISAGREE		160 25%	51 23%	52 24%	57 26%	64 21%	95 28% d	45 21%	57 25%	57 27%	160 25%	85 24%	74 26%	80 22%	80 28%
Neither agree nor disagree	(3.0)	127 20%	30 14%	57 27% ac	39 18%	67 22%	60 18%	47 22% h	51 22% h	30 14%	127 20%	65 18%	62 21%	83 23% m	44 15%
Slightly agree	(2.0)	207 32%	73 33%	62 29%	71 33%	101 33%	106 31%	67 32%	65 29%	75 36%	207 32%	115 32%	90 31%	112 31%	95 33%
Strongly agree	(1.0)	155 24%	64 29% b	42 20%	48 22%	77 25%	78 23%	53 25%	54 24%	48 23%	155 24%	90 25%	64 22%	88 24%	67 23%
TOTAL AGREE		362 56%	138 63% b	104 49%	120 55%	178 57%	184 54%	121 57%	119 52%	122 59%	362 56%	205 58%	155 53%	200 55%	162 57%
Don't know		33	14	11	8	17	16	10	9	13	33	17	16	18	15
Mean score		2.6	2.4	2.7 a	2.6	2.5	2.6	2.5	2.6	2.6	2.6	2.5	2.6	2.5	2.6
Standard deviation		1.30	1.33	1.29	1.27	1.27	1.33	1.26	1.28	1.36	1.30	1.31	1.29	1.25	1.36
Standard error		.04	.07	.07	.06	.05	.05	.07	.06	.06	.04	.05	.05	.05	.06

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH3A. Thinking about communicating with friends and family, which of these ways of communicating are important to you? - Post (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes	356 52%	102 44%	132 59%	122 55%	163 50%	193 54%	86 39%	135 57%	135 61%	356 52%	208 56%	148 48%	202 53%	154 51%
No	318 47%	128 55%	92 41%	99 44%	159 49%	159 45%	136 61%	96 41%	86 39%	318 47%	161 43%	155 51%	175 46%	143 48%
Don't know	7 1%	3 1%	1 *	3 1%	5 1%	2 1%	1 *	5 2%	2 1%	7 1%	4 1%	4 1%	4 1%	3 1%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH3B. Thinking about communicating with friends and family, which of these ways of communicating are important to you? - Calls made using a mobile phone (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes	544 80%	190 82%	177 79%	177 79%	267 82%	278 78%	209 94% hi	210 89% hi	125 56%	544 80% h	310 83% k	232 76%	345 91% m	199 66%
No	133 20%	41 18%	47 21%	46 20%	59 18%	74 21%	12 5%	25 10%	96 43%	133 20% fgi	60 16%	73 24% j	35 9%	98 33% l
Don't know	3 1%	1 1%	1 *%	1 1%	1 *%	2 1%	1 *%	2 1%	1 *%	3 1%	2 1%	1 *%	1 *%	2 1%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH3C. Thinking about communicating with friends and family, which of these ways of communicating are important to you? - Mobile phone text messages (SINGLE CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes	492 72%	167 72%	167 74%	158 71%	233 71%	259 73%	203 91% ghi	196 83% hi	93 42%	492 72% h	288 77% k	202 66%	321 84% m	171 57%
No	184 27%	64 28%	57 25%	63 28%	93 28%	91 26%	19 8%	39 16% f	127 57% fgi	184 27% fg	82 22%	102 33% j	59 15%	125 42% l
Don't know	5 1%	1 1%	1 *%	2 1%	1 *%	3 1%	1 *%	1 1%	2 1%	5 1%	2 1%	3 1%	1 *%	4 1%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH3D. Thinking about communicating with friends and family, which of these ways of communicating are important to you? - Calls made using a landline (SINGLE CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes	533 78%	183 79%	171 76%	179 80%	257 79%	277 78%	135 61%	194 82%	204 92%	533 78%	300 81%	232 76%	292 77%	241 80%
No	142 21%	48 21%	52 23%	42 19%	66 20%	75 21%	86 39%	39 17%	17 7%	142 21%	70 19%	71 23%	86 23%	55 19%
Don't know	6 1%	2 1%	1 *	3 1%	4 1%	2 1%	1 1%	3 1%	2 1%	6 1%	2 1%	4 1%	3 1%	3 1%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QH3E. Thinking about communicating with friends and family, which of these ways of communicating are important to you? - Internet/ email/ social networking (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes	432 63%	150 65%	137 61%	145 65%	214 65%	218 62%	179 81% ghi	169 72% hi	84 38%	432 63% h	271 73% k	160 52%	286 75% m	146 49%
No	239 35%	79 34%	85 38%	75 34%	109 33%	130 37%	40 18%	66 28% f	133 60% fgi	239 35% fg	99 27%	139 45% j	91 24%	148 49% l
Don't know	10 1%	3 1%	2 1%	4 2%	4 1%	5 2%	3 1%	1 1%	5 2%	10 1%	2 1%	8 2% j	5 1%	5 2%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

SUMMARY OF IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
CALLS MADE USING A MOBILE PHONE	544 80%	190 82%	177 79%	177 79%	267 82%	278 78%	209 94%	210 89%	125 56%	544 80%	310 83%	232 76%	345 91%	199 66%
CALLS MADE USING A LANDLINE	533 78%	183 79%	171 76%	179 80%	257 79%	277 78%	135 61%	194 82%	204 92%	533 78%	300 81%	232 76%	292 77%	241 80%
MOBILE PHONE TEXT MESSAGES	492 72%	167 72%	167 74%	158 71%	233 71%	259 73%	203 91%	196 83%	93 42%	492 72%	288 77%	202 66%	321 84%	171 57%
INTERNET/EMAIL/SOCIAL NETWORKING	432 63%	150 65%	137 61%	145 65%	214 65%	218 62%	179 81%	169 72%	84 38%	432 63%	271 73%	160 52%	286 75%	146 49%
POST	356 52%	102 44%	132 59%	122 55%	163 50%	193 54%	86 39%	135 57%	135 61%	356 52%	208 56%	148 48%	202 53%	154 51%
ANY OF THESE	670 98%	230 99%	224 100%	217 97%	322 98%	349 98%	217 98%	233 99%	220 99%	670 98%	369 99%	299 98%	377 99%	293 98%
NONE OF THESE	11 2%	3 1%	1 *%	7 3%	5 2%	5 2%	5 2%	3 1%	2 1%	11 2%	3 1%	7 2%	4 1%	6 2%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

Q1. SHOWCARD Which, if any, of these companies that can be used to send parcels or letters have you heard of before today? (MULTI CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Royal Mail	672 99%	233 100%	218 97%	221 99%	322 98%	350 99%	220 99%	233 99%	219 98%	672 99%	368 99%	302 99%	377 99%	295 98%
Parcelforce	558 82%	193 83%	188 84%	178 79%	274 84%	285 80%	172 77%	205 87%	181 81%	558 82%	316 85%	241 79%	329 86%	230 77%
DHL	529 78%	177 76%	182 81%	170 76%	275 84%	254 72%	183 82%	198 84%	148 67%	529 78%	310 83%	218 71%	334 88%	195 65%
TNT	482 71%	155 67%	169 75%	157 70%	256 78%	226 64%	152 68%	185 78%	145 65%	482 71%	286 77%	194 63%	300 79%	182 61%
FedEx	465 68%	162 70%	154 69%	149 67%	241 74%	224 63%	170 77%	174 74%	121 54%	465 68%	284 76%	181 59%	294 77%	171 57%
Citilink	420 62%	131 56%	132 59%	157 70%	211 65%	210 59%	131 59%	168 71%	121 54%	420 62%	258 69%	163 53%	263 69%	157 52%
UPS	379 56%	121 52%	127 57%	131 59%	210 64%	169 48%	132 59%	146 62%	100 45%	379 56%	232 62%	146 48%	238 62%	141 47%
Interlink DPD	204 30%	65 28%	70 31%	69 31%	113 35%	91 26%	70 32%	86 36%	48 22%	204 30%	132 35%	71 23%	138 36%	67 22%
Yodel	148 22%	58 25%	45 20%	45 20%	73 22%	75 21%	53 24%	63 27%	33 15%	148 22%	96 26%	52 17%	100 26%	48 16%
Citipost	138 20%	38 17%	54 24%	46 20%	70 21%	68 19%	39 18%	62 26%	37 17%	138 20%	97 26%	41 13%	100 26%	38 13%
Hermes	117 17%	37 16%	38 17%	42 19%	52 16%	65 18%	29 13%	50 21%	37 17%	117 17%	73 20%	43 14%	71 19%	46 15%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

Q1. SHOWCARD Which, if any, of these companies that can be used to send parcels or letters have you heard of before today? (MULTI CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Collect+ (Collect Plus)	58 8%	17 7%	20 9%	20 9%	24 7%	34 10%	18 8%	24 10%	15 7%	58 8%	44 12% k	14 5%	43 11% m	15 5%
Any other postal services company	11 2%	3 1%	5 2%	3 1%	8 2%	3 1%	2 1%	5 2%	4 2%	11 2%	8 2%	3 1%	9 2%	2 1%
HEARD OF ANY PROVIDERS OTHER THAN ROYAL MAIL	649 95%	226 97%	214 95%	209 93%	315 96%	335 94%	216 97% h	230 97% h	203 91%	649 95% h	359 96%	289 94%	375 98% m	274 92%
None of these	4 1%	- -%	1 1%	3 1%	3 1%	1 *% *	* *% h	1 1%	3 1%	4 1%	1 *% *	3 1%	1 *% *	3 1%
Don't know	2 *%	- -%	2 1%	- -%	1 *% *	1 *% *	1 *% *	1 *% *	- -%	2 *% *	2 1%	- -%	1 *% *	1 *% *

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

Q12. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Royal Mail	612 90%	208 89%	208 93%	197 88%	285 87%	327 92%	203 91%	218 92%	192 86%	612 90%	343 92%	267 87%	345 91%	267 89%
Parcelforce	162 24%	61 26%	59 26%	41 19%	84 26%	78 22%	46 21%	75 32%	41 18%	162 24%	111 30%	51 17%	110 29%	52 17%
DHL	84 12%	30 13%	27 12%	28 12%	46 14%	38 11%	29 13%	40 17%	15 7%	84 12%	58 16%	26 9%	58 15%	26 9%
FedEx	61 9%	17 7%	26 11%	19 8%	27 8%	34 10%	23 10%	27 11%	11 5%	61 9%	49 13%	12 4%	42 11%	19 6%
TNT	48 7%	12 5%	23 10%	13 6%	27 8%	21 6%	13 6%	24 10%	11 5%	48 7%	33 9%	15 5%	36 9%	12 4%
Citilink	47 7%	14 6%	18 8%	15 7%	24 7%	22 6%	10 5%	28 12%	8 4%	47 7%	34 9%	13 4%	33 9%	13 4%
UPS	34 5%	10 4%	15 6%	9 4%	23 7%	11 3%	12 5%	13 6%	9 4%	34 5%	26 7%	8 3%	22 6%	12 4%
Yodel	27 4%	11 5%	10 4%	6 3%	11 3%	16 5%	9 4%	11 5%	6 3%	27 4%	18 5%	9 3%	16 4%	10 3%
Hermes	23 3%	7 3%	7 3%	9 4%	7 2%	16 5%	7 3%	11 5%	4 2%	23 3%	15 4%	8 3%	13 3%	10 3%
Interlink DPD	17 3%	5 2%	7 3%	5 2%	8 2%	10 3%	8 4%	6 2%	4 2%	17 3%	15 4%	2 1%	11 3%	6 2%
Collect+ (Collect Plus)	10 1%	5 2%	4 2%	1 *	3 1%	7 2%	4 2%	2 1%	4 2%	10 1%	9 2%	1 *	7 2%	3 1%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

Q12. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)			WORKING STATUS	
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Any other postal services company	7 1%	2 1%	3 1%	1 1%	4 1%	2 1%	* *%	4 2%	2 1%	7 1%	5 1%	1 *%	7 2% m	* *%
Citipost	6 1%	* *%	6 2% ac	* *%	2 1%	4 1%	2 1%	4 2%	1 *%	6 1%	4 1%	2 1%	5 1%	1 *%
USED ANY PROVIDERS OTHER THAN ROYAL MAIL	274 40%	93 40%	109 49% c	72 32%	132 41%	142 40%	86 38% h	123 52% fhi	66 29%	274 40% h	179 48% k	95 31%	187 49% m	87 29%
None of these	49 7%	18 8%	11 5%	20 9%	30 9% e	19 5%	15 7%	11 5%	23 10% g	49 7%	16 4%	33 11% j	23 6%	26 9%
Don't know	3 *%	1 1%	2 1%	- -%	2 1%	1 *%	1 *%	1 *%	1 1%	3 *%	3 1%	- -%	2 1%	1 *%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

Q12. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

	AWARE OF COMPANIES THAT CAN BE USED TO SEND PARCELS OR LETTERS															
	Total	ROYAL MAIL a	CITI-LINK b	CITI-POST c	COLLECT+ d	DHL e	FEDEX f	HERMES g	DPD h	PARCEL-FORCE i	TNT j	UPS k	YODEL l	ANY OTHER ~m	NONE ~n	DON'T KNOW ~o
Significance Level: 95%																
Unweighted total	1232	1220	709	223	105	888	795	226	349	1020	809	583	284	15	5	2
Effective Weighted Sample	681	671	404	130	57	510	458	118	207	554	472	361	151	9	4	2
Total	681	672	420	138	58	529	465	117	204	558	482	379	148	11	4	2
Royal Mail	612	612	384	126	54	484	430	108	188	512	444	355	137	**	**	**
	90%	91%	91%	92%	93%	92%	92%	92%	92%	92%	92%	94%	93%	**	**	**
Parcelforce	162	162	123	46	20	149	138	35	73	162	137	112	55	**	**	**
	24%	24%	29%	33%	35%	28%	30%	30%	36%	29%	29%	30%	37%	**	**	**
DHL	84	84	53	19	11	84	71	21	40	76	68	62	20	**	**	**
	12%	12%	12%	13%	19%	16%	15%	18%	20%	14%	14%	16%	14%	**	**	**
FedEx	61	61	41	17	10	56	61	19	26	51	50	52	17	**	**	**
	9%	9%	10%	12%	18%	11%	13%	16%	12%	9%	10%	14%	11%	**	**	**
TNT	48	48	38	15	6	46	37	13	26	42	48	28	12	**	**	**
	7%	7%	9%	11%	10%	9%	8%	11%	12%	8%	10%	7%	8%	**	**	**
Citilink	47	47	47	18	8	42	40	15	28	41	42	36	14	**	**	**
	7%	7%	11%	13%	13%	8%	9%	13%	14%	7%	9%	9%	10%	**	**	**
UPS	34	34	24	7	7	34	32	11	21	31	28	34	12	**	**	**
	5%	5%	6%	5%	12%	6%	7%	9%	10%	6%	6%	9%	8%	**	**	**
Yodel	27	26	22	6	7	24	23	10	13	25	24	21	27	**	**	**
	4%	4%	5%	4%	12%	5%	5%	9%	6%	4%	5%	6%	18%	**	**	**
Hermes	23	23	16	5	5	18	20	23	9	21	19	17	12	**	**	**
	3%	3%	4%	3%	8%	3%	4%	20%	5%	4%	4%	4%	8%	**	**	**
Interlink DPD	17	17	13	3	5	16	14	4	17	16	13	11	3	**	**	**
	3%	3%	3%	2%	9%	3%	3%	4%	8%	3%	3%	3%	2%	**	**	**
Collect+ (Collect Plus)	10	10	7	2	10	7	8	5	6	9	8	7	4	**	**	**
	1%	2%	2%	1%	18%	1%	2%	5%	3%	2%	2%	2%	3%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

Q12. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

	AWARE OF COMPANIES THAT CAN BE USED TO SEND PARCELS OR LETTERS																
	Total	ROYAL MAIL a	CITI-LINK b	CITI-POST c	COLLECT+ d	DHL e	FEDEX f	HERMES g	DPD h	INTER-LINK i	PARCEL- FORCE j	TNT k	UPS l	YODEL m	ANY OTHER n	NONE o	DON'T KNOW p
Significance Level: 95%																	
Unweighted total	1232	1220	709	223	105	888	795	226	349	1020	809	583	284	15	5	2	
Effective Weighted Sample	681	671	404	130	57	510	458	118	207	554	472	361	151	9	4	2	
Total	681	672	420	138	58	529	465	117	204	558	482	379	148	11	4	2	
Any other postal services company	7 1%	7 1%	5 1%	1 1%	* *%	7 1%	7 1%	- -%	3 1%	6 1%	7 1%	3 1%	3 2%	** **	** **	** **	
Citipost	6 1%	6 1%	6 1%	6 4%	1 1%	6 1%	3 1%	1 1%	4 2%	5 1%	6 1%	1 *%	1 1%	** **	** **	** **	
USED ANY PROVIDERS OTHER THAN ROYAL MAIL	274 40%	274 41%	200 47%	75 54%	35 61%	248 47%	224 48%	64 55%	111 54%	252 45%	229 48%	179 47%	84 57%	** **	** **	** **	
None of these	49 7%	42 6%	25 6%	5 4%	3 6%	29 6%	19 4%	5 4%	11 6%	31 6%	23 5%	13 4%	7 5%	** **	** **	** **	
Don't know	3 *%	1 *%	1 *%	1 1%	- -%	1 *%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	1 1%	** **	** **	** **	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QJ1. SHOWCARD What is your working status? (SINGLE CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Working full time (30hrs/ wk+)	290 43%	93 40%	101 45%	96 43%	183 56% e	107 30%	101 45% h	155 66% fhi	34 15%	290 43% h	194 52% k	96 31%	290 76% m	- -%
Working part time (8-29 hrs/ wk)	92 13%	30 13%	37 16%	25 11%	11 3%	81 23% d	33 15% h	41 17% h	18 8%	92 13% h	49 13%	43 14%	92 24% m	- -%
Not working (i.e. under 8hrs/ wk) - retired	147 22%	47 20%	43 19%	57 26%	72 22%	75 21%	- -%	2 1%	145 65% fgi	147 22% fg	70 19%	77 25% j	- -%	147 49% l
Not working (i.e. under 8hrs/ wk) - unemployed (registered/ not registered but looking for work)	43 6%	21 9% b	9 4%	13 6%	25 8%	18 5%	23 10% h	13 5%	8 4%	43 6%	9 3%	34 11% j	- -%	43 14% l
Not working (i.e. under 8hrs/ wk) - student	35 5%	12 5%	15 7%	8 4%	23 7% e	12 3%	35 16% ghi	* *% *	- -%	35 5% gh	27 7% k	8 3%	- -%	35 12% l
Not working (i.e. under 8hrs/ wk) - housewife/ disabled/ other	74 11%	30 13%	20 9%	24 11%	12 4%	62 17% d	30 14% h	26 11%	17 8%	74 11%	23 6%	50 16% j	- -%	74 25% l
WORKING (FULL OR PART TIME)	381 56%	123 53%	138 61%	121 54%	194 59%	187 53%	134 60% h	195 83% fhi	52 23%	381 56% h	243 65% k	138 45%	381 100% m	- -%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QJ2. Do you or does anyone in your household have access to the internet/ Worldwide Web at HOME (via any device, e.g. PC, mobile phone etc)? (SINGLE CODE) PROMPTED

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Yes - have access and use at home	535 79%	184 79%	180 80%	172 77%	265 81%	271 77%	200 90%	213 90%	123 55%	535 79%	333 89%	202 66%	357 94%	178 59%
Yes - have access but don't use at home	21 3%	10 4%	5 2%	6 3%	10 3%	11 3%	4 2%	8 3%	9 4%	21 3%	3 1%	19 6%	5 1%	16 5%
No do not have access at home	124 18%	39 17%	40 18%	46 21%	52 16%	73 20%	18 8%	15 7%	91 41%	124 18%	37 10%	86 28%	19 5%	105 35%
INTERNET ACCESS AT HOME	557 82%	194 83%	185 82%	178 79%	275 84%	282 80%	204 92%	221 93%	132 59%	557 82%	335 90%	220 72%	362 95%	195 65%
Don't know	* *0%	- -0%	- -0%	* *0%	* *0%	- -0%	- -0%	- -0%	* *0%	* *0%	* *0%	- -0%	* *0%	- -0%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

Table 99

QJ3. And what is the total number of people in your household, including any children? (SINGLE CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)				SEG (2)		WORKING STATUS		
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
1 person	121 18%	40 17%	38 17%	43 19%	53 16%	68 19%	16 7%	25 10%	81 36%	121 18%	45 12%	74 24%	38 10%	83 28%
									fgi	fg		j		l
2 people	238 35%	69 30%	89 39%	80 36%	121 37%	117 33%	65 29%	59 25%	113 51%	238 35%	142 38%	95 31%	128 33%	110 37%
			a						fgi	g				
3 people	127 19%	42 18%	38 17%	46 21%	63 19%	64 18%	42 19%	62 26%	23 10%	127 19%	78 21%	49 16%	90 24%	37 12%
							h	hi		h			m	
4 people	136 20%	46 20%	48 21%	43 19%	62 19%	74 21%	66 30%	66 28%	5 2%	136 20%	83 22%	54 18%	95 25%	41 14%
							hi	hi		h			m	
5 people	40 6%	23 10%	7 3%	10 4%	20 6%	20 6%	22 10%	16 7%	2 1%	40 6%	16 4%	24 8%	20 5%	20 7%
		bc					hi	h		h		j		
6 or more people	19 3%	12 5%	4 2%	3 1%	9 3%	11 3%	12 6%	7 3%	- -%	19 3%	10 3%	10 3%	11 3%	8 3%
		bc					h	h		h				
Mean number of people in household	2.7	3.0	2.6	2.6	2.7	2.7	3.3	3.1	1.8	2.7	2.8	2.6	2.9	2.5
		bc					ghi	hi		h	k		m	
Standard deviation	1.36	1.56	1.27	1.20	1.34	1.39	1.49	1.25	.76	1.36	1.33	1.40	1.25	1.46
Standard error	.04	.08	.06	.06	.06	.05	.08	.06	.04	.04	.05	.06	.05	.06

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QJ4. HOUSEHOLD SIZE

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Small (1-2 people)	358 53%	109 47%	127 56% a	123 55%	174 53%	185 52%	81 36%	84 36%	193 87% fgi	358 53% fg	187 50%	170 55%	165 43%	193 64% l
Medium (3-4 people)	263 39%	88 38%	86 38%	89 40%	125 38%	138 39%	107 48% hi	128 54% hi	27 12%	263 39% h	160 43% k	103 34%	185 49% m	78 26%
Large (5+ people)	59 9%	35 15% bc	12 5%	12 5%	28 9%	31 9%	34 15% hi	24 10% h	2 1%	59 9% h	25 7%	34 11%	31 8%	28 9%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QJ5. And what is the total number of children aged under 18 in your household (including respondent if respondent is under 18)?

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)				SEG (2)		WORKING STATUS	
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
None	436 64%	140 60%	150 67%	146 65%	221 68%	215 61%	117 53%	107 45%	212 95% fgi	436 64% fg	235 63%	199 65%	211 55%	225 75% l
1 child	106 16%	34 15%	36 16%	36 16%	48 15%	58 16%	43 19% h	53 23% hi	10 5%	106 16% h	63 17%	43 14%	75 20% m	31 10%
2 children	90 13%	29 13%	30 13%	31 14%	38 12%	52 15%	34 15% h	56 24% fhi	* *% h	90 13% h	58 16% k	32 10%	69 18% m	21 7%
3 children	37 5%	22 9% bc	6 3%	9 4%	12 4%	25 7% d	21 10% hi	15 6% h	* *% h	37 5% h	14 4%	23 7% j	20 5%	17 6%
4 or more children	12 2%	8 3% c	3 1%	1 1%	7 2%	4 1%	7 3% h	5 2% h	- -% h	12 2% h	2 *% h	10 3% j	6 2%	5 2%
Mean number of children in household	.7	.8 bc	.6	.6	.6	.7 d	.9 hi	1.0 hi	* h	.7 h	.6	.7	.8 m	.5
Standard deviation	1.02	1.19	.91	.92	.98	1.05	1.17	1.07	.21	1.02	.92	1.13	1.03	.98
Standard error	.03	.06	.04	.05	.04	.04	.06	.05	.01	.03	.04	.05	.04	.04

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QJ6. SHOWCARD - Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Cannot walk very far or manage stairs or can only do so with difficulty	37 5%	10 4%	11 5%	16 7%	15 5%	22 6%	1 *%	6 2%	30 14% fgi	37 5% f	10 3%	26 9% j	* *%	37 12% l
Breathlessness or chest pains	23 3%	6 3%	7 3%	10 4%	11 3%	12 3%	4 2%	3 1%	16 7% fgi	23 3%	5 1%	18 6% j	2 *%	21 7% l
Mental health problems or difficulties	14 2%	6 3%	6 3%	2 1%	7 2%	7 2%	3 1%	5 2%	7 3%	14 2%	5 1%	9 3%	1 *%	13 4% l
Poor hearing, partial hearing or deafness	12 2%	3 1%	5 2%	5 2%	7 2%	5 1%	- -%	* *%	12 5% fgi	12 2%	6 2%	6 2%	1 *%	11 4% l
Limited ability to reach	10 1%	4 2%	2 1%	4 2%	2 1%	8 2%	- -%	2 1%	8 4% f	10 1%	2 *%	8 3% j	* *%	10 3% l
Poor vision, partial sight or blindness	10 1%	5 2%	2 1%	2 1%	3 1%	7 2%	* *%	3 1%	7 3% f	10 1%	1 *%	8 3% j	* *%	10 3% l
Cannot walk at all/ use a wheelchair	6 1%	2 1%	3 1%	1 1%	1 *%	5 1%	- -%	* *%	5 2% fg	6 1%	* *%	5 2% j	- -%	6 2% l
Dyslexia	4 1%	2 1%	1 *%	1 1%	2 1%	2 *%	3 1%	1 *%	* *% f	4 1%	2 1%	2 1%	2 1%	2 1%
Difficulty in speaking or communicating	1 *%	* *%	1 *%	* *%	1 *%	* *%	- -%	* *%	1 *% f	1 *%	1 *%	* *%	- -%	1 *% l

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QJ6. SHOWCARD - Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Other illnesses/ health problems which limit your daily activities/ work you can do	27 4%	5 2%	12 5%	10 4%	9 3%	18 5%	6 3%	6 3%	15 7% fg	27 4%	11 3%	16 5%	7 2%	19 6% l
None	585 86%	210 90% c	189 84%	186 83%	286 88%	299 84%	207 93% hi	221 94% hi	158 71%	585 86% h	340 91% k	244 79%	368 96% m	217 73%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QJ7. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	Total	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS		
		JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
WHITE														
British	423 62%	135 58%	149 66%	139 62%	193 59%	230 65%	126 57%	157 66% f	140 63%	423 62%	234 63%	187 61%	242 64%	180 60%
English	98 14%	35 15%	30 13%	33 15%	57 17% e	41 12%	23 10%	33 14%	42 19% f	98 14%	51 14%	46 15%	49 13%	48 16%
Scottish	50 7%	14 6%	14 6%	23 10%	23 7%	27 8%	21 9%	14 6%	15 7%	50 7%	28 8%	22 7%	24 6%	26 9%
Welsh	14 2%	5 2%	9 4% c	1 *%	6 2%	8 2%	3 2%	6 2%	5 2%	14 2%	7 2%	7 2%	5 1%	9 3%
Irish	10 1%	3 1%	1 *%	5 2%	5 2%	5 1%	3 1%	3 1%	5 2%	10 1%	4 1%	5 2%	3 1%	6 2%
Any other white background	12 2%	1 *%	4 2%	6 3% a	3 1%	9 2%	7 3%	3 1%	2 1%	12 2%	7 2%	5 2%	9 2%	3 1%
MIXED														
White and Black Caribbean	3 *%	2 1%	1 *%	- -%	- -%	3 1%	2 1%	1 *%	- -%	3 *%	3 1%	- -%	1 *%	2 1%
White and Black African	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%
White and Asian	1 *%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%	1 *%
ASIAN AND BRITISH ASIAN														
Indian	6 1%	3 1%	2 1%	1 *%	3 1%	3 1%	4 2%	1 *%	1 *%	6 1%	3 1%	3 1%	2 1%	3 1%
Pakistani	10 1%	6 2%	1 *%	3 1%	7 2%	3 1%	7 3% h	2 1%	1 *%	10 1%	7 2%	3 1%	4 1%	6 2%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OF COM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QJ7. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Bangladeshi	7 1%	2 1%	4 2% c	- -%	7 2% e	- -%	5 2% h	2 1%	- -%	7 1%	5 1%	2 1%	4 1%	3 1%
Any other Asian background	4 1%	2 1%	1 1%	2 1%	2 1%	2 1%	2 1%	* *%	2 1%	4 1%	2 1%	2 1%	3 1%	1 *%
BLACK AND BLACK BRITISH														
Caribbean	3 *%	3 1%	- -%	- -%	1 *%	2 1%	- -%	1 *%	2 1%	3 *%	1 *%	2 1%	2 *%	1 *%
African	20 3%	6 2%	6 3%	8 4%	9 3%	10 3%	6 3%	10 4% h	3 1%	20 3%	12 3%	7 2%	14 4%	6 2%
Any other black background	1 *%	- -%	- -%	1 1%	- -%	1 *%	- -%	1 1%	- -%	1 *%	1 *%	- -%	1 *%	- -%
MIDDLE EAST AND ARABIC ORIGIN														
Middle Eastern, including Arabic origins	3 *%	1 1%	- -%	2 1%	3 1%	- -%	1 1%	- -%	2 1%	3 *%	1 *%	2 1%	1 *%	2 1%
CHINESE OR OTHER ETHNIC GROUP														
Chinese	2 *%	- -%	2 1%	- -%	1 *%	* *%	2 1%	- -%	- -%	2 *%	2 *%	- -%	- -%	2 1%
Any other background	12 2%	11 5% bc	1 *%	- -%	5 1%	8 2%	11 5% ghi	1 *%	- -%	12 2% h	1 *%	11 4% j	12 3% m	- -%
Refused	4 1%	4 2%	* *%	* *%	2 1%	2 1%	- -%	1 *%	3 2%	4 1%	4 1%	* *%	3 1%	1 *%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 3 2012 - JULY TO SEPTEMBER 2012.

QJ8. SHOWCARD Could you please give me the number from this card for the group in which you would place your total annual household income from all sources, before tax? (SINGLE CODE)

Base : All respondents

	Q3 2012 MONTH			GENDER		AGE (2)			SEG (2)		WORKING STATUS			
	Total	JULY a	AUG b	SEPT c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ALL i	ABC1 j	C2DE k	WORKING l	NOT WORKING m
Significance Level: 95%														
Unweighted total	1232	416	410	406	584	648	343	424	465	1232	646	582	617	615
Effective Weighted Sample	681	242	220	219	317	364	206	232	247	681	366	313	339	355
Total	681	233	225	224	327	354	222	236	222	681	373	307	381	300
Under £11,500	102 15%	37 16%	26 11%	40 18%	42 13%	60 17%	33 15%	14 6%	55 25%	102 15%	18 5%	82 27%	18 5%	84 28%
							g		fgi	g		j		l
£11,500 - £17,499	74 11%	27 12%	25 11%	21 9%	37 11%	37 10%	20 9%	19 8%	35 16%	74 11%	27 7%	47 15%	34 9%	40 13%
									fgi			j		
£17,500 - £29,999	76 11%	22 9%	37 17%	17 8%	35 11%	42 12%	25 11%	36 15%	16 7%	76 11%	48 13%	29 9%	54 14%	22 7%
			ac					h					m	
£30,000 - £49,999	95 14%	25 11%	35 16%	34 15%	56 17%	38 11%	30 14%	49 21%	15 7%	95 14%	68 18%	26 9%	87 23%	8 3%
					e		h	fhi		h	k		m	
£50,000+	50 7%	14 6%	18 8%	17 8%	24 7%	25 7%	16 7%	26 11%	8 4%	50 7%	44 12%	5 2%	40 10%	10 3%
								h		h	k		m	
Don't know/ Refused	284 42%	107 46%	83 37%	94 42%	133 41%	152 43%	99 44%	92 39%	93 42%	284 42%	167 45%	117 38%	149 39%	136 45%

Columns Tested: a,b,c - d,e - f,g,h,i - j,k - l,m