

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Table of Contents

Section B: Screener	1
Methodology	2
Quarter	4
Month	6
QB1: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work	10
QB2: Gender	12
QB3: Age Bands	14
QB4: Occupation of main income earner	16
QB5: Occupation of retired main income earner	22
QB4&5: SEG Combined	25
QB6: Region (including face-to-face respondents)	27
QB6B: Town/city size	31
Rurality	34
QB7: Inability to leave home without help, due to illness or disability	36
Section C: Attitudes and Preferences	38
QC1_1: Preferred communication types from known organisations: Your bank/ building society	39
QC1_2: Preferred communication types from known organisations: Your gas/ electricity provider	41
QC1_3: Preferred communication types from known organisations: Your local council or tax office	43
QC1_4: Preferred communication types from known organisations: Your GP/medical or healthcare professional	45
QC1_5: Preferred communication types from known organisations: Organisations you have a membership with	47
QC2_1: Type of communication would you most like to receive from... Your bank/ building society	49
QC2_2: Type of communication would you most like to receive from... Your gas/ electricity provider	51
QC2_3: Type of communication would you most like to receive from... Your local council or tax office	53
QC2_4: Type of communication would you most like to receive from... Your GP/medical or healthcare professional	55
QC2_5: Type of communication would you most like to receive from... Organisations you have a membership with	57
QC3_1: Agreement with statements about sending and receiving post... I value the option to be able to use the postal service	59
QC3_2: Agreement with statements about sending and receiving post... I prefer to send emails rather than letters whenever possible	61
QC3_3: Agreement with statements about sending and receiving post... I prefer to send letters and emails to companies rather than make a phone	63
QC3_4: Agreement with statements about sending and receiving post... I only use post if there is no alternative	65

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC3_5: Agreement with statements about sending and receiving post... I would feel cut off from society if I couldn't send or receive post	67
QC3_6: Agreement with statements about sending and receiving post... I only use post to send greetings cards	69
QC3_7: Agreement with statements about sending and receiving post... I send fewer letters by post now due to the cost	71
QC3_8: Agreement with statements about sending and receiving post... I trust second class post to get there in a reasonable timeframe	73
QC3_9: Agreement with statements about sending and receiving post... I nearly always send digital greetings cards now, instead of sending them by post	75
QC4_1: Thinking about how you communicate with friends and family, how important to you is... Post	77
QC4_2: Thinking about how you communicate with friends and family, how important to you are... Mobile phone calls	79
QC4_3: Thinking about how you communicate with friends and family, how important to you are... Landline calls	81
QC4_4: Thinking about how you communicate with friends and family, how important to you are... Text messages	83
QC4_5: Thinking about how you communicate with friends and family, how important to you is... Email	85
QC4_6: Thinking about how you communicate with friends and family, how important to you is... Social media	87
QC4_7: Thinking about how you communicate with friends and family, how important to you is... Video calling	89
QC4_8: Thinking about how you communicate with friends and family, how important to you is... Instant messaging	91
QC4_9: Thinking about how you communicate with friends and family, how important to you are... Other ways of communicating over the internet	93
Section D: Volume and Use of Postal Services - Sending	95
QD1_1: Items sent in the last month... Invitations/ greetings cards/ postcards	96
QD1_2: Items sent in the last month... Personal letters	98
QD1_3: Items sent in the last month... Formal letters to organisations or individuals	100
QD1_4: Items sent in the last month... Payments for bills/ invoices/ statements	102
QD1_5: Items sent in the last month... Smaller parcels - that will fit through a letterbox	104
QD1_6: Items sent in the last month... Larger parcels - that will not fit through a letterbox	106
QD1_7: Items sent in the last month... Items requiring a signature	108
QD1_8: Items sent in the last month... Other important items which involve postal or delivery services	110
QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox	112
QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox	116
QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc?	120
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?	122
QD5: Which of the following companies have you used to send parcels in the last month?	126
QD5 Addition: Which of the following companies have you used to send parcels in the last month? Amazon Logistics	130

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD6: And how did you send these parcels?	132
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	135
QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for?	139
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?	141
QD10a: List of factors people consider when sending parcels	145
QD10a_1: List of factors people consider when sending parcels... Low cost	147
QD10a_2: List of factors people consider when sending parcels... Guarantee that the parcel will arrive on time	150
QD10a_3: List of factors people consider when sending parcels... Ability to track the delivery	153
QD10a_4: List of factors people consider when sending parcels... Ability to choose an express or next day service	156
QD10a_5: List of factors people consider when sending parcels... Ability to select a specific date/time for delivery	159
QD10a_6: List of factors people consider when sending parcels... Fast delivery	162
QD10a_7: List of factors people consider when sending parcels... Convenient options for me to drop the parcel off	165
QD10a_8: List of factors people consider when sending parcels... Convenient options for the operator pick the parcel up from me	168
QD10a_9: List of factors people consider when sending parcels... Convenient options for the recipient to accept the delivery	171
QD10a_10: List of factors people consider when sending parcels... Insurance against damage or loss	174
QD10a_11: List of factors people consider when sending parcels... Same price to send to anywhere within the UK	177
QD10a_12: List of factors people consider when sending parcels... Proof of postage/dispatch	180
QD10a_13: List of factors people consider when sending parcels... Proof of receipt/delivery	183
QD10a_14: List of factors people consider when sending parcels... Guaranteed delivery to recipient's door by Demographics	186
QD10a_15: List of factors people consider when sending parcels... Daily collection service	189
QD10b: List of factors people consider when sending letters	192
QD10b_1: List of factors people consider when sending letters... Low cost	193
QD10b_2: List of factors people consider when sending letters... Fast delivery	196
QD10b_3: List of factors people consider when sending letters... Next day delivery option	199
QD10b_4: List of factors people consider when sending letters... Delivery within 3 days	202
QD10b_5: List of factors people consider when sending letters... Convenient to post (within ½ mile)	205
QD10b_6: List of factors people consider when sending letters... Same price to send to anywhere within the UK	208
QD10b_7: List of factors people consider when sending letters... Guaranteed delivery to recipient's door by Demographics	211
QD10b_8: List of factors people consider when sending letters... Daily collection service	214

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD12_1: Frequency of sending ... compared to two years ago: Invitations/ greetings cards/ postcards	217
QD12_2: Frequency of sending ... compared to two years ago: Personal letters	219
QD12_3: Frequency of sending ... compared to two years ago: Formal letters to organisations or individuals	221
QD12_4: Frequency of sending ... compared to two years ago: Payments for bills/ invoices/ statements	223
QD12_5: Frequency of sending ... compared to two years ago: Smaller parcels - that will fit through a letterbox	225
QD12_6: Frequency of sending ... compared to two years ago: Larger parcels - that will not fit through a letterbox	227
QD12_7: Frequency of sending ... compared to two years ago: Items requiring a signature	229
QD12_8: Frequency of sending ... compared to two years ago: Tracked post	231
QD12_9: Frequency of sending ... compared to two years ago: Other	233
QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?	235
Section E: Volume and Use of Postal Services - Receiving	239
QE1_1: Post received in the last week... Invitations/ greetings cards/ postcards	240
QE1_2: Post received in the last week... Personal letters	242
QE1_3: Post received in the last week... Formal letters from organisations or individuals	244
QE1_4: Post received in the last week... Bills/ invoices/ statements	246
QE1_5: Post received in the last week... Smaller parcels - that will fit through a letterbox	248
QE1_6: Post received in the last week... Larger parcels - that will not fit through a letterbox	250
QE1_7: Post received in the last week... Items requiring a signature	252
QE2: Do you ever order items to be delivered to you by post/delivery service?	254
QE3 & QE3a: Where do you usually get items delivered?	256
QE3b: And when you've had items delivered in the past 6 months, where did you get the items delivered to?	258
QE4: Have you ever returned any goods that were delivered to you by post?	260
QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?	262
QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt?	266
QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot	270
QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home	272
QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour	274
QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find	276
QE9: 'Sorry you were out' card ever received for deliveries too big to fit in letterbox or requiring signature	278

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?	280
QE10a: In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods y	286
QE10b: List of factors people consider when choosing delivery for letters/parcels THEY will receive	288
QE10b_1: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Low cost	290
QE10b_2: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Free delivery	293
QE10b_3: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Inclusion of insurance	296
QE10b_4: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive on time	299
QE10b_5: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to track the delivery	302
QE10b_6: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to choose an express or next day service	305
QE10b_7: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select a specific date/time for delivery	308
QE10b_8: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Fast delivery	311
QE10b_9: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Convenient options for me to accept the delivery	314
QE10b_10: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive intact	317
QE10b_11: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select an evening/weekend delivery	320
QE10b_12: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof of postage/dispatch	323
QE10b_13: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guaranteed delivery to my door	326
QE10b_14: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Availability of nearby collection points in case of failed delivery	329
QE10b_15: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Knowledge that they will deliver to a nei	332
QE10b_16: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Option to reschedule if I am unable to take the delivery	335
QE10b_17: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to provide a specific time slot or	338
QE10b_18: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof and details of delivery receipt se	341
QE10c: When you receive post or parcels in the mail, do you normally...	344
QE10d: You say you don't open everything on the day it was received. When would you normally open these items?	347
QE11: Frequency of receiving different types of mail compared to two years ago	349
QE11_1: Would you say that you now receive ... more or less often than two years ago? Bills, invoices and statements	350
QE11_2: Would you say that you now receive ... more or less often than two years ago?Newsletters, leaflets and promotions from organisations	352
QE11_3: Would you say that you now receive ... more or less often than two years ago?Addressed direct mail from organisations that you don't have a relationship with	354
QE11_4: Would you say that you now receive ... more or less often than two years ago?Invitations, greetings cards and postcards	356
QE11_5: Would you say that you now receive ... more or less often than two years ago?Personal letters (e.g. from a friend)	358

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_6: Would you say that you now receive ... more or less often than two years ago?Letters from organisations that you have a relationship with	360
QE11_7: Would you say that you now receive ... more or less often than two years ago?Catalogues and brochures	362
QE11_8: Would you say that you now receive ... more or less often than two years ago?Magazines you subscribe to	364
QE11_9: Would you say that you now receive ... more or less often than two years ago?Smaller parcels that fit through a letterbox	366
QE11_10: Would you say that you now receive ... more or less often than two years ago?Larger parcels that do not fit through a letterbox	368
QE11_11: Would you say that you now receive ... more or less often than two years ago?Items requiring a signature	370
Section F: Costs and Affordability	372
QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating	373
QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps	375
QF2: Giving your best guess, how much do you think a 1st class stamp costs today?	377
QF3: Giving your best guess, how much do you think a 2nd class stamp costs today?	379
QF4: A 1st class stamp currently costs 65p. How would you rate Royal Mail's 1st class service in terms of value for money?	381
QF5: A 2nd class stamp currently costs 56p. How would you rate Royal Mail's 2nd class service in terms of value for money?	383
QF6: It currently costs £1.17 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?	385
QF7: When sending letters or cards, which service do you tend to use?	387
QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?	390
QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?	394
Section G: Satisfaction with the Postal Service	398
QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards	399
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels	401
QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?	403
QG3_1: Satisfaction with aspects of Royal Mail's service... Quality of postal delivery to your home	405
QG3_2: Satisfaction with aspects of Royal Mail's service... Items you send reaching their destination	407
QG3_3: Satisfaction with aspects of Royal Mail's service... Items being delivered intact/undamaged	409
QG3_4: Satisfaction with aspects of Royal Mail's service... Speed of delivery	411
QG3_5: Satisfaction with aspects of Royal Mail's service... Availability of post boxes	413
QG3_6: Satisfaction with aspects of Royal Mail's service... Availability of Post Office branches	415
QG3_7: Satisfaction with aspects of Royal Mail's service... Cost of postage	417
QG3_8: Satisfaction with aspects of Royal Mail's service... Accessibility of services	419

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QG3_9: Satisfaction with aspects of Royal Mail's service... Easy to access information, e.g. about complaints procedures	421
QG3_10: Satisfaction with aspects of Royal Mail's service... Product and service innovation	423
QG5: How would you rate your overall satisfaction with Royal Mail?	425
QG6: How would you rate your overall satisfaction with postal services? (ALL providers)	427
Section H: Reported Experience	429
QH1_1: Problems with Royal Mail's service in the last 12 months... Lost mail	430
QH1_2: Problems with Royal Mail's service in the last 12 months... Damaged mail	432
QH1_3: Problems with Royal Mail's service in the last 12 months... Delayed mail	434
QH1_4: Problems with Royal Mail's service in the last 12 months... Mis-delivered mail - you have received someone else's mail or they have received yours	436
QH1_5: Problems with Royal Mail's service in the last 12 months... Mail that has been tampered with	438
QH1_6: Problems with Royal Mail's service in the last 12 months... A card from Royal Mail saying that an item could not be delivered, when s	440
QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services?	442
QH3: Did you make a complaint to Royal Mail?	444
QH4: Where did you find information about how to make a complaint, or did you not need this information?	448
QH5: How easy or difficult did you find it to make a complaint about Royal Mail?	450
QH6: What was difficult about making the complaint to Royal Mail?	452
QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled	454
QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint	456
QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	458
QH8: Why didn't you make a complaint to Royal Mail?	460
QH9: And did you complain to anyone else about the service you received from Royal Mail?	462
Section I: Competitive Context	464
QI1: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?	465
QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?	469
QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?	473
QI3_1: Problems experienced with parcel delivery companies in the last 12 months... Citipost	477
QI3_2: Problems experienced with parcel delivery companies in the last 12 months... Collect +	479
QI3_3: Problems experienced with parcel delivery companies in the last 12 months... DHL	481
QI3_4: Problems experienced with parcel delivery companies in the last 12 months... FedEx	483

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Q13_5: Problems experienced with parcel delivery companies in the last 12 months... Hermes	485
Q13_6: Problems experienced with parcel delivery companies in the last 12 months... Interlink	487
Q13_7: Problems experienced with parcel delivery companies in the last 12 months... DPD	489
Q13_8: Problems experienced with parcel delivery companies in the last 12 months... Parcelforce	491
Q13_9: Problems experienced with parcel delivery companies in the last 12 months... TNT Express	493
Q13_10: Problems experienced with parcel delivery companies in the last 12 months... TNT Post UK	495
Q13_11: Problems experienced with parcel delivery companies in the last 12 months... UPS	497
Q13_12: Problems experienced with parcel delivery companies in the last 12 months... UK Mail	499
Q13_13: Problems experienced with parcel delivery companies in the last 12 months... DX	501
Q13_14: Problems experienced with parcel delivery companies in the last 12 months... Yodel	503
Q13_15: Problems experienced with parcel delivery companies in the last 12 months... Amazon Logistics	505
Q13_16: Problems experienced with any other provider...	507
Q14_1: Did you make a complaint about the problems you experienced with the services from... Citipost	509
Q14_2: Did you make a complaint about the problems you experienced with the services from... Collect +	511
Q14_3: Did you make a complaint about the problems you experienced with the services from... DHL	513
Q14_4: Did you make a complaint about the problems you experienced with the services from... FedEx	515
Q14_5: Did you make a complaint about the problems you experienced with the services from... Hermes	517
Q14_6: Did you make a complaint about the problems you experienced with the services from... Interlink	519
Q14_7: Did you make a complaint about the problems you experienced with the services from... DPD	521
Q14_8: Did you make a complaint about the problems you experienced with the services from... Parcelforce	523
Q14_9: Did you make a complaint about the problems you experienced with the services from... TNT Express	525
Q14_10: Did you make a complaint about the problems you experienced with the services from... TNT Post UK	527
Q14_11: Did you make a complaint about the problems you experienced with the services from... UPS	529
Q14_12: Did you make a complaint about the problems you experienced with the services from... UK Mail	531
Q14_13: Did you make a complaint about the problems you experienced with the services from... DX	533
Q14_14: Did you make a complaint about the problems you experienced with the services from... Yodel	535
Q14_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics	537
Q14_16: Did you make a complaint about the problems you experienced with the services from... Other	539
Section J: Demographics	541

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QJ1: Working status	542
QJ2: Internet usage	548
QJ3: Number of adults and children in household	551
QJ4: Which of these, if any, limit your daily activities or the work you can do?	553
QJ5: Ethnicity	559
QJ6: Annual household income	568
QJ7: Annual household income above or below £11,500	571
QJ7B_1: Positivity statements... I am satisfied with my life	573
QJ7B_2: Positivity statements... I feel very positive about my future	575
QJ7B_3: Positivity statements... I don't like people to think badly of me	577
QJ7B_4: Positivity statements... White lies are acceptable to avoid hurting people's feelings	579

Section B: Screener

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
Methodology		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
CAPI	% within column	33%	100%	0%	35%	35%	32%	30%	32%	34%	30%	34%	33%	39%	29%	36%	30%
	Weighted counts	1,954	1,954	0	515	515	463	461	943	1,010	246	657	609	269	174	483	516
	Column Comparisons	-	B											a c e		b	
Online	% within column	67%	0%	100%	65%	65%	68%	70%	68%	66%	70%	66%	67%	61%	71%	64%	70%
	Weighted counts	3,956	0	3,956	970	950	962	1,074	1,962	1,994	581	1,299	1,245	415	416	864	1,193
	Column Comparisons	-	A								d		d		d		a
Effective Column n	% within column																
	Weighted counts	4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307	479	367	978	1,245
	Column Comparisons																
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684	589	1,346	1,709
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Methodology	% within column	34%	33%	35%	31%	33%	32%	30%	31%	38%	20%	**
CAPI	Weighted counts	444	511	1,063	885	1,661	148	89	55	1,633	320	
	Column Comparisons			b						B c		
	% within column	66%	67%	65%	69%	67%	68%	70%	69%	62%	80%	**
Online	Weighted counts	866	1,033	1,935	1,989	3,304	320	207	125	2,671	1,269	
	Column Comparisons				a						A	
	% within column											
Effective Column n	Weighted counts	850	1,056	2,085	2,022	2,593	533	502	501	2,862	1,258	9
	Column Comparisons											
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,310	1,544	2,997	2,874	4,966	467	296	180	4,304	1,589	16
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
Quarter		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Q1 2017	% within column	25%	26%	25%	100%	0%	0%	0%	25%	25%	26%	26%	23%	30%	26%	28%	24%
	Weighted counts	1,485	515	970	1,485	0	0	0	727	758	211	500	420	204	150	374	404
	Column Comparisons	-			B C D									c			
Q2 2017	% within column	25%	26%	24%	0%	100%	0%	0%	25%	25%	24%	24%	26%	24%	23%	22%	24%
	Weighted counts	1,465	515	950	0	1,465	0	0	728	737	201	479	487	165	133	297	413
	Column Comparisons	-			A C D												
Q3 2017	% within column	24%	24%	24%	0%	0%	100%	0%	24%	24%	24%	24%	25%	22%	25%	26%	23%
	Weighted counts	1,425	463	962	0	0	1,425	0	698	727	200	470	456	152	148	354	401
	Column Comparisons	-			A B D												
Q4 2017	% within column	26%	24%	27%	0%	0%	0%	100%	26%	26%	26%	26%	26%	24%	27%	24%	29%
	Weighted counts	1,535	461	1,074	0	0	0	1,535	752	783	215	507	491	164	158	322	492
	Column Comparisons	-		a	A B C												
Effective Column n	% within column																
	Weighted counts	4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307	479	367	978	1,245
	Column Comparisons																
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684	589	1,346	1,709
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
Quarter		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Q1 2017	% within column	23%	26%	25%	25%	25%	24%	24%	26%	25%	25%	**
	Weighted counts	308	399	751	728	1,255	111	72	46	1,079	403	
	Column Comparisons											
Q2 2017	% within column	26%	27%	25%	25%	25%	26%	26%	25%	25%	25%	**
	Weighted counts	340	415	739	715	1,224	120	76	45	1,069	390	
	Column Comparisons											
Q3 2017	% within column	25%	22%	24%	24%	24%	24%	24%	24%	24%	23%	**
	Weighted counts	327	343	733	679	1,197	114	71	43	1,051	370	
	Column Comparisons											
Q4 2017	% within column	26%	25%	26%	26%	26%	26%	26%	26%	26%	27%	**
	Weighted counts	335	387	774	752	1,289	123	77	46	1,105	426	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	850	1,056	2,085	2,022	2,593	533	502	501	2,862	1,258	9
	Column Comparisons											
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,310	1,544	2,997	2,874	4,966	467	296	180	4,304	1,589	16
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
Month		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Jan 2017	% within column	9%	9%	9%	35%	0%	0%	0%	9%	9%	9%	10%	8%	9%	9%	8%	9%
	Weighted counts	522	185	336	522	0	0	0	250	272	73	187	152	59	50	106	146
	Column Comparisons	-			B C D												
Feb 2017	% within column	8%	9%	8%	33%	0%	0%	0%	9%	8%	8%	8%	7%	13%	8%	11%	8%
	Weighted counts	495	167	328	495	0	0	0	248	248	65	164	132	90	46	147	139
	Column Comparisons	-			B C D								a b C e			c d	
Mar 2017	% within column	8%	8%	8%	31%	0%	0%	0%	8%	8%	9%	8%	7%	8%	9%	9%	7%
	Weighted counts	467	162	305	467	0	0	0	230	238	74	149	136	55	54	121	119
	Column Comparisons	-			B C D												
Apr 2017	% within column	8%	8%	8%	0%	34%	0%	0%	8%	8%	7%	8%	9%	8%	8%	8%	8%
	Weighted counts	494	165	329	0	494	0	0	243	251	60	162	173	51	48	106	136
	Column Comparisons	-				A C D											
May 2017	% within column	8%	9%	8%	0%	33%	0%	0%	9%	8%	7%	8%	9%	8%	7%	7%	8%
	Weighted counts	488	173	315	0	488	0	0	249	239	62	162	166	58	39	101	138
	Column Comparisons	-				A C D											
Jun 2017	% within column	8%	9%	8%	0%	33%	0%	0%	8%	8%	10%	8%	8%	8%	8%	7%	8%
	Weighted counts	483	177	306	0	483	0	0	236	247	80	154	148	55	45	90	139
	Column Comparisons	-				A C D											
Jul 2017	% within column	8%	8%	8%	0%	0%	33%	0%	8%	8%	8%	8%	8%	9%	7%	8%	8%
	Weighted counts	472	151	321	0	0	472	0	231	241	66	156	151	59	40	113	137
	Column Comparisons	-					A B D										
Aug 2017	% within column	8%	8%	8%	0%	0%	34%	0%	8%	8%	8%	8%	8%	7%	9%	9%	7%
	Weighted counts	478	156	322	0	0	478	0	234	244	67	158	153	50	51	127	126
	Column Comparisons	-					A B D										
Sep 2017	% within column	8%	8%	8%	0%	0%	33%	0%	8%	8%	8%	8%	8%	6%	10%	8%	8%
	Weighted counts	475	156	319	0	0	475	0	233	242	67	157	152	43	57	114	138
	Column Comparisons	-					A B D										
Oct 2017	% within column	9%	8%	9%	0%	0%	0%	33%	9%	9%	9%	9%	9%	9%	8%	9%	9%
	Weighted counts	511	154	357	0	0	0	511	250	261	72	169	164	62	45	119	152
	Column Comparisons	-						A B C									
Nov 2017	% within column	9%	8%	9%	0%	0%	0%	34%	9%	9%	9%	9%	9%	7%	10%	8%	10%
	Weighted counts	518	155	363	0	0	0	518	254	264	73	171	166	50	59	103	171
	Column Comparisons	-						A B C									

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
Month		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
	<i>% within column</i>	8%	10%	9%	8%	9%	7%	8%	9%	9%	8%	**
Jan 2017	<i>Weighted counts</i>	110	160	275	244	449	34	22	16	385	135	
	<i>Column Comparisons</i>											
	<i>% within column</i>	7%	8%	8%	9%	8%	9%	8%	8%	8%	9%	**
Feb 2017	<i>Weighted counts</i>	90	120	239	256	416	40	25	15	347	149	
	<i>Column Comparisons</i>											
	<i>% within column</i>	8%	8%	8%	8%	8%	8%	9%	8%	8%	8%	**
Mar 2017	<i>Weighted counts</i>	108	120	237	228	390	37	25	15	347	119	
	<i>Column Comparisons</i>											
	<i>% within column</i>	8%	9%	8%	9%	8%	8%	8%	9%	8%	8%	**
Apr 2017	<i>Weighted counts</i>	111	141	229	266	414	39	24	17	359	133	
	<i>Column Comparisons</i>											
	<i>% within column</i>	8%	9%	9%	8%	8%	9%	8%	8%	8%	9%	**
May 2017	<i>Weighted counts</i>	104	146	262	219	405	44	25	14	346	139	
	<i>Column Comparisons</i>											
	<i>% within column</i>	10%	8%	8%	8%	8%	8%	9%	8%	8%	7%	**
Jun 2017	<i>Weighted counts</i>	125	129	249	231	405	36	27	14	364	117	
	<i>Column Comparisons</i>											
	<i>% within column</i>	8%	7%	8%	7%	8%	8%	8%	8%	8%	9%	**
Jul 2017	<i>Weighted counts</i>	111	111	249	214	396	38	24	14	333	138	
	<i>Column Comparisons</i>											
	<i>% within column</i>	8%	7%	8%	8%	8%	8%	8%	8%	9%	7%	**
Aug 2017	<i>Weighted counts</i>	110	114	240	237	402	38	24	14	368	109	
	<i>Column Comparisons</i>											
	<i>% within column</i>	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	**
Sep 2017	<i>Weighted counts</i>	105	118	245	228	399	38	24	14	350	123	
	<i>Column Comparisons</i>											
	<i>% within column</i>	9%	8%	8%	9%	9%	9%	9%	9%	9%	9%	**
Oct 2017	<i>Weighted counts</i>	116	124	253	257	429	41	26	15	374	137	
	<i>Column Comparisons</i>											
	<i>% within column</i>	8%	9%	9%	9%	9%	9%	9%	9%	9%	9%	**
Nov 2017	<i>Weighted counts</i>	105	139	266	252	435	41	26	16	375	141	
	<i>Column Comparisons</i>											

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
Month		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Dec 2017	% within column	9%	8%	9%	0%	0%	0%	33%	9%	9%	9%	9%	9%	8%	9%	7%	10%
	Weighted counts	506	152	354	0	0	0	506	248	258	71	167	162	52	54	100	168
	Column Comparisons	-						A B C									
NET: Q1 2017	% within column	25%	26%	25%	100%	0%	0%	0%	25%	25%	26%	26%	23%	30%	26%	28%	24%
	Weighted counts	1,485	515	970	1,485	0	0	0	727	758	211	500	420	204	150	374	404
	Column Comparisons	-			B C D									c			
NET: Q2 2017	% within column	25%	26%	24%	0%	100%	0%	0%	25%	25%	24%	24%	26%	24%	23%	22%	24%
	Weighted counts	1,465	515	950	0	1,465	0	0	728	737	201	479	487	165	133	297	413
	Column Comparisons	-				A C D											
NET: Q3 2017	% within column	24%	24%	24%	0%	0%	100%	0%	24%	24%	24%	24%	25%	22%	25%	26%	23%
	Weighted counts	1,425	463	962	0	0	1,425	0	698	727	200	470	456	152	148	354	401
	Column Comparisons	-					A B D										
NET: Q4 2017	% within column	26%	24%	27%	0%	0%	0%	100%	26%	26%	26%	26%	26%	24%	27%	24%	29%
	Weighted counts	1,535	461	1,074	0	0	0	1,535	752	783	215	507	491	164	158	322	492
	Column Comparisons	-		a				A B C									
Effective Column n	% within column																
	Weighted counts	4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307	479	367	978	1,245
	Column Comparisons																
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684	589	1,346	1,709
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
Month		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
	% within column	9%	8%	8%	8%	9%	9%	9%	8%	8%	9%	**
Dec 2017	Weighted counts	114	124	254	244	425	40	25	15	357	147	
	Column Comparisons											
	% within column	23%	26%	25%	25%	25%	24%	24%	26%	25%	25%	**
NET: Q1 2017	Weighted counts	308	399	751	728	1,255	111	72	46	1,079	403	
	Column Comparisons											
	% within column	26%	27%	25%	25%	25%	26%	26%	25%	25%	25%	**
NET: Q2 2017	Weighted counts	340	415	739	715	1,224	120	76	45	1,069	390	
	Column Comparisons											
	% within column	25%	22%	24%	24%	24%	24%	24%	24%	24%	23%	**
NET: Q3 2017	Weighted counts	327	343	733	679	1,197	114	71	43	1,051	370	
	Column Comparisons											
	% within column	26%	25%	26%	26%	26%	26%	26%	26%	26%	27%	**
NET: Q4 2017	Weighted counts	335	387	774	752	1,289	123	77	46	1,105	426	
	Column Comparisons											
	% within column											
Effective Column n	Weighted counts	850	1,056	2,085	2,022	2,593	533	502	501	2,862	1,258	9
	Column Comparisons											
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,310	1,544	2,997	2,874	4,966	467	296	180	4,304	1,589	16
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 4 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QB1: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work.		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
I receive letters and/or parcels	% within column	95%	97%	93%	93%	96%	95%	95%	94%	95%	93%	93%	96%	97%	98%	95%
	Weighted counts	5,578	2,460	3,117	1,381	1,392	1,347	1,458	2,713	2,865	769	1,805	1,802	661	541	1,318
	Column Comparisons	-	B										b	a b	a b	
I send letters and/or parcels	% within column	86%	88%	84%	88%	86%	86%	83%	84%	87%	71%	85%	89%	92%	89%	90%
	Weighted counts	5,046	2,221	2,826	1,298	1,251	1,229	1,269	2,417	2,629	589	1,654	1,682	626	495	1,246
	Column Comparisons	-	b		d					A		A	A b	A B	A b	b c D
Neither of the above	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column															
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973
	Column Comparisons															
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
QB1: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work.		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
I receive letters and/or parcels	% within column	95%	93%	95%	94%	95%	95%	97%	91%	93%	95%	94%	**
	Weighted counts	1,653	1,183	1,423	2,863	2,687	4,688	457	268	165	4,172	1,393	
	Column Comparisons					a		C d					
I send letters and/or parcels	% within column	87%	85%	81%	86%	85%	86%	82%	84%	82%	86%	86%	**
	Weighted counts	1,504	1,080	1,216	2,632	2,389	4,269	385	246	146	3,756	1,283	
	Column Comparisons	D	d								c	c	
Neither of the above	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	
Effective Column n	% within column												
	Weighted counts	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons												
Unweighted base		1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
QB2: Gender	% within column	49%	48%	50%	49%	50%	49%	49%	100%	0%	53%	49%	49%	49%	45%	53%	49%
Male	Weighted counts	2,905	943	1,962	727	728	698	752	2,905	0	440	963	901	335	266	716	838
	Column Comparisons	-							B							D	d
	% within column	51%	52%	50%	51%	50%	51%	51%	0%	100%	47%	51%	51%	51%	55%	47%	51%
Female	Weighted counts	3,004	1,010	1,994	758	737	727	783	0	3,004	387	993	952	349	323	630	871
	Column Comparisons	-							A								
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Prefer not to say	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	% within column																
Effective Column n	Weighted counts	4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307	479	367	978	1,245
	Column Comparisons																
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684	589	1,346	1,709
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QB2: Gender	% within column	53%	42%	55%	43%	50%	43%	42%	44%	51%	44%	**
Male	Weighted counts	698	653	1,656	1,228	2,501	200	125	79	2,199	701	
	Column Comparisons	D		B						B		
	% within column	47%	58%	45%	57%	50%	57%	58%	56%	49%	56%	**
Female	Weighted counts	611	891	1,341	1,646	2,464	268	171	101	2,105	888	
	Column Comparisons		A b C		A						A	
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
Prefer not to say	Weighted counts	0	0	0	0	0	0	0	0	0	0	
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	
	% within column											
Effective Column n	Weighted counts	850	1,056	2,085	2,022	2,593	533	502	501	2,862	1,258	9
	Column Comparisons											
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,310	1,544	2,997	2,874	4,966	467	296	180	4,304	1,589	16
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$)

part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QB3: Age Bands		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
16-24 years	% within column	14%	13%	15%	14%	14%	14%	14%	15%	13%	100%	0%	0%	0%	0%	15%
	Weighted counts	827	246	581	211	201	200	215	440	387	827	0	0	0	0	198
	Column Comparisons	-							b		B C D E					
25-44 years	% within column	33%	34%	33%	34%	33%	33%	33%	33%	33%	0%	100%	0%	0%	0%	31%
	Weighted counts	1,955	657	1,299	500	479	470	507	963	993	0	1,955	0	0	0	420
	Column Comparisons	-									A C D E					
45-64 years	% within column	31%	31%	31%	28%	33%	32%	32%	31%	32%	0%	0%	100%	0%	0%	26%
	Weighted counts	1,854	609	1,245	420	487	456	491	901	952	0	0	1,854	0	0	354
	Column Comparisons	-											A B D E			
65-74 years	% within column	12%	14%	11%	14%	11%	11%	11%	12%	12%	0%	0%	0%	100%	0%	17%
	Weighted counts	684	269	415	204	165	152	164	335	349	0	0	0	684	0	234
	Column Comparisons	-	b											A B C E		b C D
75+ years	% within column	10%	9%	11%	10%	9%	10%	10%	9%	11%	0%	0%	0%	0%	100%	10%
	Weighted counts	589	174	416	150	133	148	158	266	323	0	0	0	0	589	141
	Column Comparisons	-													A B C D	
Effective Column n	% within column															
	Weighted counts	4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307	479	367	978
Unweighted base	Column Comparisons															
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368
Weighted base	Column Comparisons															
	Weighted counts	5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684	589	1,346
Columns	Column Comparisons															
	Weighted counts	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
QB3: Age Bands		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn-own
16-24 years	% within column	15%	14%	12%	13%	15%	14%	12%	14%	10%	15%	12%	**
	Weighted counts	255	182	193	384	432	714	54	41	18	628	195	
	Column Comparisons					a							
25-44 years	% within column	32%	35%	34%	48%	17%	32%	37%	35%	38%	36%	26%	**
	Weighted counts	550	461	525	1,451	490	1,612	171	104	68	1,529	420	
	Column Comparisons				B						B		
45-64 years	% within column	28%	32%	39%	36%	27%	31%	32%	31%	37%	31%	32%	**
	Weighted counts	479	421	599	1,082	765	1,545	149	93	67	1,339	509	
	Column Comparisons		a	A B c	B								
65-74 years	% within column	12%	10%	7%	2%	22%	12%	11%	12%	9%	11%	14%	**
	Weighted counts	212	133	105	49	635	581	53	35	16	455	230	
	Column Comparisons	D	d			A						a	
75+ years	% within column	12%	9%	8%	1%	19%	10%	9%	8%	6%	8%	15%	**
	Weighted counts	213	113	122	31	551	514	40	23	11	352	235	
	Column Comparisons	c D				A						A	
Effective Column n	% within column												
	Weighted counts	1,245	850	1,056	2,085	2,022	2,593	533	502	501	2,862	1,258	9
	Column Comparisons												
Unweighted base		1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,709	1,310	1,544	2,997	2,874	4,966	467	296	180	4,304	1,589	16
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QB4: Occupation of main income earner														
High managerial, administrative or professional (A)	% within column	5%	6%	4%	4%	5%	7%	4%	5%	4%	9%	5%	4%	3%
	Weighted counts	286	126	160	55	77	97	57	154	132	72	95	81	22
	Column Comparisons	-	B				a d				b C D E			
Intermediate managerial, administrative or professional (B)	% within column	13%	15%	12%	14%	12%	15%	12%	14%	12%	15%	17%	13%	8%
	Weighted counts	771	302	470	209	175	208	179	400	371	122	325	239	58
	Column Comparisons	-	b								d E	c D E	d E	e
Supervisor, clerical, junior managerial, administrative or professional (C1)	% within column	20%	21%	19%	19%	19%	20%	23%	20%	20%	17%	27%	22%	11%
	Weighted counts	1,190	420	770	279	273	280	359	595	596	143	526	404	78
	Column Comparisons	-					a b				d E	A c D E	a D E	e
Skilled manual worker (C2)	% within column	19%	20%	18%	17%	20%	20%	19%	20%	18%	21%	23%	21%	8%
	Weighted counts	1,113	400	713	260	287	280	286	575	538	174	459	382	57
	Column Comparisons	-									D E	D E	D E	
Semi-skilled or unskilled manual worker (D)	% within column	13%	13%	13%	16%	13%	12%	11%	12%	14%	14%	16%	16%	3%
	Weighted counts	774	261	513	231	192	176	175	344	430	117	308	305	23
	Column Comparisons	-			d					a	D E	D E	D E	
Housewife / househusband (E)	% within column	3%	3%	4%	4%	3%	3%	4%	1%	6%	2%	4%	4%	1%
	Weighted counts	201	54	147	53	50	43	56	20	181	20	88	78	7
	Column Comparisons	-								A		d e	d e	
Unemployed (E)	% within column	6%	6%	6%	5%	8%	5%	6%	7%	5%	6%	6%	10%	0%
	Weighted counts	358	123	235	78	113	73	93	208	150	54	126	177	0
	Column Comparisons	-							b		D E	D E	a b D E	
Student (C1)	% within column	2%	2%	2%	2%	3%	2%	3%	2%	2%	13%	1%	0%	0%
	Weighted counts	131	44	87	27	41	22	41	71	60	107	20	3	0
	Column Comparisons	-									B C D E	c d		
Retired	% within column	18%	11%	22%	20%	17%	17%	19%	19%	18%	2%	0%	10%	64%
	Weighted counts	1,084	224	860	292	256	247	289	539	546	18	9	185	440
	Column Comparisons	-		A							B		A B	A B C
Effective Column n														
		4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307	479
Unweighted base														
		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation			Rurality		
		75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QB4: Occupation of main income earner		% within column	3%	21%	0%	0%	0%	6%	4%	5%	6%	5%	5%	4%
High managerial, administrative or professional (A)	Weighted counts	16	286	0	0	0	177	104	233	30	15	8	225	61
	Column Comparisons		B C D				B							
Intermediate managerial, administrative or professional (B)		% within column	5%	57%	0%	0%	0%	19%	7%	13%	16%	17%	14%	11%
	Weighted counts	27	771	0	0	0	567	198	622	75	49	24	594	175
	Column Comparisons		B C D				B							
Supervisor, clerical, junior managerial, administrative or professional (C1)		% within column	7%	0%	70%	0%	0%	30%	10%	19%	24%	24%	29%	19%
	Weighted counts	41	0	1,190	0	0	893	295	952	114	72	53	890	296
	Column Comparisons			A C D			B					a		
Skilled manual worker (C2)		% within column	7%	0%	0%	85%	0%	25%	12%	20%	14%	15%	16%	19%
	Weighted counts	42	0	0	1,113	0	763	340	975	65	44	29	831	282
	Column Comparisons				A B D		B							
Semi-skilled or unskilled manual worker (D)		% within column	4%	0%	0%	0%	50%	18%	8%	13%	14%	10%	7%	14%
	Weighted counts	21	0	0	0	774	543	231	663	67	31	13	592	176
	Column Comparisons					A B C	B			d			b	
Housewife / househusband (E)		% within column	1%	0%	0%	0%	13%	0%	7%	3%	3%	3%	6%	3%
	Weighted counts	8	0	0	0	201	8	193	168	13	10	11	128	74
	Column Comparisons					A B C		A						a
Unemployed (E)		% within column	0%	0%	0%	0%	23%	0%	12%	6%	5%	7%	8%	6%
	Weighted counts	1	0	0	0	358	10	344	298	24	22	14	267	90
	Column Comparisons					A B C		A						
Student (C1)		% within column	0%	0%	8%	0%	0%	1%	4%	2%	2%	3%	2%	1%
	Weighted counts	1	0	131	0	0	19	111	110	8	10	3	106	23
	Column Comparisons			A C D				A						
Retired		% within column	73%	21%	23%	15%	14%	1%	37%	19%	15%	15%	14%	16%
	Weighted counts	432	289	387	196	212	16	1,059	945	71	43	25	670	412
	Column Comparisons	A B C d	C D	C D				A						A
Effective Column n		% within column												
	Weighted counts	367	978	1,245	850	1,056	2,085	2,022	2,593	533	502	501	2,862	1,258
	Column Comparisons													

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QB4: Occupation of main income earner		
	% within column	**
High managerial, administrative or professional (A)	Weighted counts	
	Column Comparisons	
	% within column	**
Intermediate managerial, administrative or professional (B)	Weighted counts	
	Column Comparisons	
	% within column	**
Supervisor, clerical, junior managerial, administrative or professional (C1)	Weighted counts	
	Column Comparisons	
	% within column	**
Skilled manual worker (C2)	Weighted counts	
	Column Comparisons	
	% within column	**
Semi-skilled or unskilled manual worker (D)	Weighted counts	
	Column Comparisons	
	% within column	**
Housewife / househusband (E)	Weighted counts	
	Column Comparisons	
	% within column	**
Unemployed (E)	Weighted counts	
	Column Comparisons	
	% within column	**
Student (C1)	Weighted counts	
	Column Comparisons	
	% within column	**
Retired	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	9
	Column Comparisons	

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

	Demographics												
	Methodology			Quarter				Gender		Age			
	Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QB4: Occupation of main income earner													
Unweighted base	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670
Weighted base	5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 4 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

	Demographics												
	Age	SEG				Working status			UK nation			Rurality	
	75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QB4: Occupation of main income earner													
Unweighted base	513	1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760
Weighted base	589	1,346	1,709	1,310	1,544	2,997	2,874	4,966	467	296	180	4,304	1,589
Columns	E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 5 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

	Demo...
	Rurality
	Unkn-
	own
QB4: Occupation of main income earner	
Unweighted base	12
Weighted base	16
Columns	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QB5: Occupation of retired main income earner														
High managerial, administrative or professional (A)	% within column	6%	10%	5%	9%	4%	5%	6%	8%	4%	**	**	5%	7%
	Weighted counts	67	22	45	28	11	13	16	44	23			9	32
	Column Comparisons	-	b						b					
Intermediate managerial, administrative or professional (B)	% within column	20%	15%	22%	28%	13%	15%	24%	22%	19%	**	**	13%	28%
	Weighted counts	221	33	188	81	34	36	70	118	103			25	121
	Column Comparisons	-			B c			b						c e
Supervisor, clerical, junior managerial, administrative or professional (C1)	% within column	36%	23%	39%	33%	39%	40%	32%	32%	39%	**	**	39%	31%
	Weighted counts	387	52	336	97	99	99	92	172	215			73	135
	Column Comparisons	-		A					a					
Skilled manual worker (C2)	% within column	18%	19%	18%	16%	21%	19%	17%	23%	13%	**	**	21%	17%
	Weighted counts	196	44	153	48	53	47	49	124	73			39	76
	Column Comparisons	-							B					
Semi-skilled or unskilled manual worker (D)	% within column	14%	22%	12%	9%	16%	15%	16%	13%	15%	**	**	15%	13%
	Weighted counts	150	50	100	25	41	37	46	70	80			28	57
	Column Comparisons	-	B											
Housewife / househusband (E)	% within column	4%	9%	3%	3%	6%	4%	4%	1%	7%	**	**	1%	3%
	Weighted counts	43	20	23	8	15	9	11	4	38			2	13
	Column Comparisons	-	B						A					
Unemployed (E)	% within column	2%	1%	2%	2%	1%	2%	2%	1%	2%	**	**	5%	1%
	Weighted counts	19	3	16	4	3	6	6	6	13			10	5
	Column Comparisons	-												
Student (C1)	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	**	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0			0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-			-	-
% within column														
Effective Column n														
	Weighted counts	715	136	580	202	179	165	170	446	270	9	6	136	304
	Column Comparisons													
Unweighted base														
	Weighted counts	1,003	190	813	283	251	231	238	625	378	13	9	191	426
Weighted base														
	Weighted counts	1,084	224	860	292	256	247	289	539	546	18	9	185	440
Columns														
		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All retired respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QB5: Occupation of retired main income earner														
High managerial, administrative or professional (A)	% within column	6%	23%	0%	0%	0%	**	6%	6%	9%	6%	3%	6%	7%
	Weighted counts	26	67	0	0	0		66	57	7	3	1	38	29
	Column Comparisons		B C D											
Intermediate managerial, administrative or professional (B)	% within column	17%	77%	0%	0%	0%	**	21%	19%	30%	32%	18%	18%	24%
	Weighted counts	72	221	0	0	0		220	182	21	14	4	123	99
	Column Comparisons		B C D											
Supervisor, clerical, junior managerial, administrative or professional (C1)	% within column	40%	0%	100%	0%	0%	**	35%	36%	36%	23%	39%	35%	38%
	Weighted counts	171	0	387	0	0		372	342	26	10	10	232	156
	Column Comparisons			A C D										
Skilled manual worker (C2)	% within column	17%	0%	0%	100%	0%	**	18%	19%	10%	14%	26%	19%	16%
	Weighted counts	72	0	0	196	0		192	176	7	6	7	128	67
	Column Comparisons				A B D									
Semi-skilled or unskilled manual worker (D)	% within column	14%	0%	0%	0%	71%	**	14%	14%	11%	19%	8%	15%	12%
	Weighted counts	61	0	0	0	150		147	132	8	8	2	100	50
	Column Comparisons					A B C								
Housewife / househusband (E)	% within column	6%	0%	0%	0%	20%	**	4%	4%	3%	3%	5%	5%	2%
	Weighted counts	26	0	0	0	43		43	38	2	1	1	36	7
	Column Comparisons					A B C							b	
Unemployed (E)	% within column	1%	0%	0%	0%	9%	**	2%	2%	0%	2%	2%	2%	1%
	Weighted counts	4	0	0	0	19		19	18	0	1	0	14	6
	Column Comparisons					A B C								
Student (C1)	% within column	0%	0%	0%	0%	0%	**	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0		0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-		-	-	-	-	-	-	-
Effective Column n														
	Weighted counts	260	207	245	137	126	9	700	503	76	72	64	429	286
	Column Comparisons													
Unweighted base														
	Weighted counts	364	290	344	192	177	13	982	706	106	101	90	601	401
	Column Comparisons													
Weighted base														
	Weighted counts	432	289	387	196	212	16	1,059	945	71	43	25	670	412
	Column Comparisons													
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All retired respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QB5: Occupation of retired main income earner		**
High managerial, administrative or professional (A)	% within column Weighted counts Column Comparisons	
Intermediate managerial, administrative or professional (B)	% within column Weighted counts Column Comparisons	**
Supervisor, clerical, junior managerial, administrative or professional (C1)	% within column Weighted counts Column Comparisons	**
Skilled manual worker (C2)	% within column Weighted counts Column Comparisons	**
Semi-skilled or unskilled manual worker (D)	% within column Weighted counts Column Comparisons	**
Housewife / househusband (E)	% within column Weighted counts Column Comparisons	**
Unemployed (E)	% within column Weighted counts Column Comparisons	**
Student (C1)	% within column Weighted counts Column Comparisons	**
Effective Column n	Weighted counts Column Comparisons	1
Unweighted base		1
Weighted base		2
Columns		C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All retired respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																
		Methodology			Quarter				Gender		Age					SEG		
					Q1	Q2	Q3	Q4			16-24	25-44	45-64	65-74	75+			
QB4&5: SEG Combined		Total	CAPI	Online	2017	2017	2017	2017	Male	Female	years	years	years	years	years	AB	C1	C2
AB	% within column	23%	25%	22%	25%	20%	25%	21%	25%	21%	24%	21%	19%	34%	24%	100%	0%	0%
	Weighted counts	1,346	483	864	374	297	354	322	716	630	198	420	354	234	141	1,346	0	0
	Column Comparisons	-	b		b d		b		b		c			A B C e		B C D		
C1	% within column	29%	26%	30%	27%	28%	28%	32%	29%	29%	31%	28%	26%	31%	36%	0%	100%	0%
	Weighted counts	1,709	516	1,193	404	413	401	492	838	871	255	550	479	212	213	0	1,709	0
	Column Comparisons	-		a										b C		A C D		
C2	% within column	22%	23%	22%	21%	23%	23%	22%	24%	20%	22%	24%	23%	19%	19%	0%	0%	100%
	Weighted counts	1,310	444	866	308	340	327	335	698	611	182	461	421	133	113	0	0	1,310
	Column Comparisons	-							b								A B D	
DE	% within column	26%	26%	26%	27%	28%	24%	25%	22%	30%	23%	27%	32%	15%	21%	0%	0%	0%
	Weighted counts	1,544	511	1,033	399	415	343	387	653	891	193	525	599	105	122	0	0	0
	Column Comparisons	-								A	d	D e	A b D E					
Effective Column n	% within column																	
	Weighted counts	4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307	479	367	978	1,245	850
	Column Comparisons																	
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742	1,189
Weighted base		5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684	589	1,346	1,709	1,310
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics								
		SEG	Working status		UK nation			Rurality		
		DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Ireland	Urban	Rural	Unkn- own
QB4&5: SEG Combined		0%	25%	20%	22%	28%	27%	21%	23%	23%
AB	% within column	0%	25%	20%	22%	28%	27%	21%	23%	23%
	Weighted counts	0	747	588	1,095	133	81	38	981	364
	Column Comparisons		B			a d	d			
C1	% within column	0%	31%	27%	28%	32%	31%	36%	29%	30%
	Weighted counts	0	920	777	1,403	148	92	65	1,228	475
	Column Comparisons		b							
C2	% within column	0%	26%	19%	23%	16%	17%	20%	22%	22%
	Weighted counts	0	767	533	1,151	73	50	36	959	349
	Column Comparisons		B		b					
DE	% within column	100%	19%	34%	27%	24%	25%	23%	26%	25%
	Weighted counts	1,544	563	977	1,317	114	73	42	1,137	401
	Column Comparisons	A B C		A						
Effective Column n	% within column									
	Weighted counts	1,056	2,085	2,022	2,593	533	502	501	2,862	1,258
	Column Comparisons									9
Unweighted base		1,477	2,916	2,828	3,627	746	702	701	4,004	1,760
Weighted base		1,544	2,997	2,874	4,966	467	296	180	4,304	1,589
Columns		D	A	B	A	B	C	D	A	B

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
QB6: Region (including face-to-face respondents)		8%	6%	9%	8%	8%	8%	9%	8%	9%	6%	9%	10%	7%	7%	8%
North East	% within column	492	126	366	118	123	107	145	224	268	50	169	182	47	44	105
	Weighted counts	-		a												
	Column Comparisons	10%	11%	9%	10%	9%	10%	10%	10%	9%	9%	9%	11%	10%	8%	8%
North West	% within column	562	211	351	144	125	146	146	300	263	76	173	202	65	46	104
	Weighted counts	-		b												
	Column Comparisons	8%	7%	9%	9%	8%	8%	9%	9%	8%	8%	8%	9%	9%	9%	5%
Yorkshire/Humberside	% within column	495	144	350	130	118	116	131	252	243	65	153	162	63	52	73
	Weighted counts	-														
	Column Comparisons	9%	8%	9%	8%	9%	9%	9%	9%	9%	10%	8%	8%	10%	10%	7%
East Midlands	% within column	515	165	350	121	127	128	139	248	267	82	154	151	70	58	96
	Weighted counts	-														
	Column Comparisons	9%	8%	9%	8%	9%	9%	9%	9%	9%	10%	9%	9%	7%	9%	6%
West Midlands	% within column	524	151	373	122	135	134	133	248	276	84	171	171	48	51	86
	Weighted counts	-														
	Column Comparisons	9%	9%	10%	10%	10%	9%	9%	10%	8%	7%	9%	9%	11%	13%	9%
East Anglia/East of England	% within column	551	175	376	147	148	123	133	297	254	54	174	173	73	77	115
	Weighted counts	-													a	
	Column Comparisons	12%	16%	11%	13%	13%	13%	12%	14%	11%	18%	15%	9%	10%	8%	20%
London/Greater London	% within column	735	306	429	193	184	179	179	396	339	149	298	167	71	50	263
	Weighted counts	-	B						b		C D E	C d E				B C D
	Column Comparisons	10%	12%	9%	10%	10%	10%	10%	10%	10%	10%	10%	10%	9%	13%	11%
South East	% within column	585	226	360	153	147	139	146	288	297	82	187	178	59	79	149
	Weighted counts	-	b													
	Column Comparisons	9%	8%	9%	9%	8%	9%	9%	9%	9%	9%	7%	9%	12%	10%	8%
South West	% within column	506	158	348	127	118	124	137	250	256	72	133	159	85	58	103
	Weighted counts	-												b		
	Column Comparisons	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Highlands & Isles of Scotland	% within column	13	13	0	2	5	3	4	6	7	1	4	3	2	2	4
	Weighted counts	-	B													
	Column Comparisons	8%	7%	8%	7%	8%	8%	8%	7%	9%	6%	9%	8%	7%	6%	10%
Rest of Scotland	% within column	454	134	320	109	115	111	119	194	260	53	167	145	50	38	129
	Weighted counts	-														
	Column Comparisons								a							c

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QB6: Region (including face-to-face respondents)		8%	8%	9%	9%	8%	10%	0%	0%	0%	8%	10%	**
North East	% within column	8%	8%	9%	9%	8%	10%	0%	0%	0%	8%	10%	**
	Weighted counts	135	107	146	261	232	492	0	0	0	340	153	
	Column Comparisons						B C D						
North West	% within column	9%	11%	10%	10%	9%	11%	0%	0%	0%	11%	6%	**
	Weighted counts	162	145	152	305	256	562	0	0	0	458	100	
	Column Comparisons						B C D				B		
Yorkshire/Humberside	% within column	8%	9%	10%	8%	9%	10%	0%	0%	0%	9%	7%	**
	Weighted counts	141	122	158	237	254	495	0	0	0	386	108	
	Column Comparisons	a	a	A			B C D						
East Midlands	% within column	8%	11%	9%	8%	10%	10%	0%	0%	0%	8%	12%	**
	Weighted counts	129	145	145	229	284	515	0	0	0	329	187	
	Column Comparisons		a b			a	B C D					A	
West Midlands	% within column	9%	10%	10%	8%	10%	11%	0%	0%	0%	9%	9%	**
	Weighted counts	152	132	153	241	279	524	0	0	0	386	136	
	Column Comparisons		a	a			B C D						
East Anglia/East of England	% within column	9%	10%	10%	9%	10%	11%	0%	0%	0%	8%	13%	**
	Weighted counts	161	126	148	267	281	551	0	0	0	341	208	
	Column Comparisons						B C D					A	
London/Greater London	% within column	12%	11%	8%	14%	10%	15%	0%	0%	0%	16%	2%	**
	Weighted counts	209	142	121	426	298	735	0	0	0	707	26	
	Column Comparisons	D	d		B		B C D				B		
South East	% within column	9%	9%	10%	10%	10%	12%	0%	0%	0%	10%	8%	**
	Weighted counts	156	124	156	305	275	585	0	0	0	449	132	
	Column Comparisons						B C D						
South West	% within column	9%	8%	9%	8%	9%	10%	0%	0%	0%	7%	12%	**
	Weighted counts	158	107	138	233	271	506	0	0	0	314	192	
	Column Comparisons						B C D					A	
Highlands & Isles of Scotland	% within column	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	**
	Weighted counts	3	1	5	7	7	0	13	0	0	8	6	
	Column Comparisons							A C d					
Rest of Scotland	% within column	8%	6%	7%	8%	7%	0%	97%	0%	0%	7%	9%	**
	Weighted counts	145	72	108	247	204	0	454	0	0	316	138	
	Column Comparisons	c						A C D					

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 2 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
QB6: Region (including face-to-face respondents)		5%	5%	5%	5%	5%	5%	5%	4%	6%	5%	5%	5%	5%	4%	6%
Wales		296	89	207	72	76	71	77	125	171	41	104	93	35	23	81
		-								a						
		3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	4%	2%	2%	3%
Northern Ireland		180	55	125	46	45	43	46	79	101	18	68	67	16	11	38
		-														
		84%	85%	84%	85%	84%	84%	84%	86%	82%	86%	82%	83%	85%	87%	81%
NET: England		4,966	1,661	3,304	1,255	1,224	1,197	1,289	2,501	2,464	714	1,612	1,545	581	514	1,095
		-							B							
		8%	8%	8%	7%	8%	8%	8%	7%	9%	7%	9%	8%	8%	7%	10%
NET: Scotland		467	148	320	111	120	114	123	200	268	54	171	149	53	40	133
		-								a						c
Effective Column n		4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307	479	367	978
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368
Weighted base		5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684	589	1,346
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation			Rurality			
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QB6: Region (including face-to-face respondents)	% within column	5%	4%	5%	5%	5%	0%	0%	100%	0%	4%	8%	**
Wales	Weighted counts	92	50	73	147	147	0	0	296	0	165	131	
	Column Comparisons								A B D			A	
	% within column	4%	3%	3%	3%	3%	0%	0%	0%	100%	2%	5%	**
Northern Ireland	Weighted counts	65	36	42	93	86	0	0	0	180	106	74	
	Column Comparisons								A B C			A	
	% within column	82%	88%	85%	84%	85%	100%	0%	0%	0%	86%	78%	**
NET: England	Weighted counts	1,403	1,151	1,317	2,504	2,429	4,966	0	0	0	3,709	1,241	
	Column Comparisons		A B	a			B C D				B		
	% within column	9%	6%	7%	8%	7%	0%	100%	0%	0%	8%	9%	**
NET: Scotland	Weighted counts	148	73	114	254	211	0	467	0	0	324	144	
	Column Comparisons	c						A C D					
	% within column												
Effective Column n	Weighted counts	1,245	850	1,056	2,085	2,022	2,593	533	502	501	2,862	1,258	9
	Column Comparisons												
Unweighted base		1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,709	1,310	1,544	2,997	2,874	4,966	467	296	180	4,304	1,589	16
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 4 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QB6B: Town/city size	% within column	20%	**	20%	20%	20%	18%	21%	21%	18%	26%	23%	17%	14%
Large City (population: more than 500,000)	Weighted counts	777		777	190	186	171	230	421	355	152	301	214	58
	Column Comparisons	-		-					b		C D E	c d E		
	% within column	23%	**	23%	21%	24%	24%	23%	24%	21%	22%	26%	22%	18%
Smaller City or Large town (population: 100,000 – 500,000)	Weighted counts	897		897	204	225	227	242	479	418	128	344	280	75
	Column Comparisons	-		-					b			d e		
	% within column	25%	**	25%	25%	24%	27%	25%	26%	25%	23%	25%	26%	27%
Medium town (population: 15,000 – 99,999)	Weighted counts	996		996	240	227	257	271	507	489	131	323	330	113
	Column Comparisons	-		-										
	% within column	19%	**	19%	21%	19%	19%	18%	17%	22%	20%	17%	20%	23%
Small town (population: 2,000 – 14,999)	Weighted counts	766		766	207	180	186	193	325	441	114	222	247	94
	Column Comparisons	-		-						A				
	% within column	13%	**	13%	13%	13%	12%	12%	11%	14%	9%	8%	14%	18%
Rural area (population: less than 2,000)	Weighted counts	501		501	126	126	118	131	223	278	51	102	169	74
	Column Comparisons	-		-						a			a B	A B
	% within column	0%	**	0%	0%	1%	0%	1%	0%	1%	1%	0%	0%	0%
Prefer not to say	Weighted counts	18		18	3	6	4	6	7	12	5	6	5	0
	Column Comparisons	-		-										
	% within column													
Effective Column n	Weighted counts	2,750	0	2,750	689	668	657	735	1,327	1,422	388	932	879	304
	Column Comparisons													
Unweighted base		3,938	0	3,938	987	957	941	1,053	1,901	2,037	556	1,335	1,259	435
Weighted base		3,956	0	3,956	970	950	962	1,074	1,962	1,994	581	1,299	1,245	415
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All online respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QB6B: Town/city size	% within column	12%	21%	22%	17%	18%	23%	16%	21%	21%	7%	12%	29%	0%
Large City (population: more than 500,000)	Weighted counts	51	181	259	146	191	443	323	678	68	15	15	777	0
	Column Comparisons						B		C	C d		c	B c	
	% within column	17%	24%	19%	25%	24%	25%	20%	24%	16%	15%	19%	34%	0%
Smaller City or Large town (population: 100,000 – 500,000)	Weighted counts	71	211	227	213	247	491	403	792	50	31	24	897	0
	Column Comparisons		b		b	b	b		b				B c	
	% within column	24%	22%	26%	26%	26%	25%	26%	25%	26%	23%	26%	37%	0%
Medium town (population: 15,000 – 99,999)	Weighted counts	99	188	314	228	266	475	511	832	84	48	32	996	0
	Column Comparisons												B c	
	% within column	21%	18%	18%	21%	21%	17%	21%	18%	26%	33%	21%	0%	60%
Small town (population: 2,000 – 14,999)	Weighted counts	89	158	214	181	213	335	426	589	82	69	26	0	766
	Column Comparisons						a		a	A b D				A C
	% within column	25%	14%	14%	11%	11%	10%	16%	12%	11%	21%	22%	0%	39%
Rural area (population: less than 2,000)	Weighted counts	104	124	171	96	110	188	311	397	35	43	27	0	501
	Column Comparisons	A B C					A			a B	a B			A c
	% within column	0%	0%	1%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%
Prefer not to say	Weighted counts	2	1	8	3	6	2	14	16	1	1	0	0	2
	Column Comparisons						a							
	% within column													
Effective Column n	Weighted counts	246	636	844	566	703	1,345	1,385	1,695	355	351	349	1,765	976
	Column Comparisons													
Unweighted base		353	911	1,209	811	1,007	1,926	1,984	2,427	508	503	500	2,528	1,398
Weighted base		416	864	1,193	866	1,033	1,935	1,989	3,304	320	207	125	2,671	1,269
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All online respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QB6B: Town/city size		**
	% within column	
Large City (population: more than 500,000)	Weighted counts	
	Column Comparisons	
	% within column	**
Smaller City or Large town (population: 100,000 – 500,000)	Weighted counts	
	Column Comparisons	
	% within column	**
Medium town (population: 15,000 – 99,999)	Weighted counts	
	Column Comparisons	
	% within column	**
Small town (population: 2,000 – 14,999)	Weighted counts	
	Column Comparisons	
	% within column	**
Rural area (population: less than 2,000)	Weighted counts	
	Column Comparisons	
	% within column	**
Prefer not to say	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	8
	Column Comparisons	
Unweighted base		12
Weighted base		16
Columns		C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All online respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Rurality	% within column	73%	84%	68%	73%	73%	74%	72%	76%	70%	76%	78%	72%	66%	60%	73%	72%
Urban	Weighted counts	4,304	1,633	2,671	1,079	1,069	1,051	1,105	2,199	2,105	628	1,529	1,339	455	352	981	1,228
	Column Comparisons	-	B						B		D E	C D E	d E				
	% within column	27%	16%	32%	27%	27%	26%	28%	24%	30%	24%	21%	27%	34%	40%	27%	28%
Rural	Weighted counts	1,589	320	1,269	403	390	370	426	701	888	195	420	509	230	235	364	475
	Column Comparisons	-		A					A				B	A B c	A B C		
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unknown	Weighted counts	16	0	16	3	5	4	4	6	11	4	6	5	0	2	1	7
	Column Comparisons	-		a													
	% within column																
Effective Column n	Weighted counts	4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307	479	367	978	1,245
	Column Comparisons																
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684	589	1,346	1,709
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
Rurality		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
	<i>% within column</i>	73%	74%	77%	68%	75%	69%	56%	59%	100%	0%	**
Urban	<i>Weighted counts</i>	959	1,137	2,314	1,960	3,709	324	165	106	4,304	0	
	<i>Column Comparisons</i>			B		b C D	C d			B C		
	<i>% within column</i>	27%	26%	23%	31%	25%	31%	44%	41%	0%	100%	**
Rural	<i>Weighted counts</i>	349	401	681	901	1,241	144	131	74	0	1,589	
	<i>Column Comparisons</i>				A		a	A B	A b		A C	
	<i>% within column</i>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
Unknown	<i>Weighted counts</i>	2	6	2	13	16	0	0	0	0	0	
	<i>Column Comparisons</i>				a							
	<i>% within column</i>											
Effective Column n	<i>Weighted counts</i>	850	1,056	2,085	2,022	2,593	533	502	501	2,862	1,258	9
	<i>Column Comparisons</i>											
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,310	1,544	2,997	2,874	4,966	467	296	180	4,304	1,589	16
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QB7: Inability to leave home without help, due to illness or disability		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Yes – I am housebound	% within column	5%	2%	6%	4%	5%	4%	6%	5%	5%	4%	7%	5%	1%	4%	3%
	Weighted counts	290	38	252	61	78	64	87	140	150	34	139	89	5	23	40
	Column Comparisons	-		A							D	a c D e	D		d	
No – I am not housebound	% within column	95%	98%	94%	96%	95%	96%	94%	95%	95%	96%	93%	95%	99%	96%	97%
	Weighted counts	5,619	1,916	3,704	1,423	1,387	1,361	1,448	2,765	2,854	793	1,816	1,765	679	566	1,306
	Column Comparisons	-	B								b		b	A B C e	b	c D
I prefer not to answer	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column															
	Weighted counts	4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307	479	367	978
	Column Comparisons															
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368
Weighted base		5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684	589	1,346
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
QB7: Inability to leave home without help, due to illness or disability		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes – I am housebound	% within column	3%	6%	9%	4%	6%	5%	4%	5%	5%	5%	5%	**
	Weighted counts	43	74	133	120	169	248	18	16	8	212	75	
	Column Comparisons		a B	A B c		a							
No – I am not housebound	% within column	97%	94%	91%	96%	94%	95%	96%	95%	95%	95%	95%	**
	Weighted counts	1,666	1,236	1,411	2,877	2,705	4,718	449	280	172	4,092	1,514	
	Column Comparisons	C D	d		b								
I prefer not to answer	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	
Effective Column n	% within column												
	Weighted counts	1,245	850	1,056	2,085	2,022	2,593	533	502	501	2,862	1,258	9
	Column Comparisons												
Unweighted base		1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,709	1,310	1,544	2,997	2,874	4,966	467	296	180	4,304	1,589	16
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 2 of 2

Section C: Attitudes and Preferences

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics															
QC1_1: Preferred communication types from known organisations: Your bank/ building society			Methodology			Quarter				Gender		Age					SEG	
			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	59%	50%	65%	60%	55%	65%	59%	58%	60%	54%	54%	63%	64%	63%	56%	59%	
	Weighted counts	1,742	639	1,102	301	530	310	602	842	900	226	532	588	222	174	390	514	
	Column Comparisons	-		A			b						a b	b				
Phone call	% within column	24%	19%	28%	24%	27%	21%	23%	26%	23%	25%	29%	21%	19%	22%	24%	22%	
	Weighted counts	714	246	467	118	259	99	237	372	342	105	281	201	66	61	170	190	
	Column Comparisons	-		A								c d						
Text message	% within column	20%	7%	30%	20%	19%	19%	22%	21%	19%	23%	27%	19%	10%	6%	19%	21%	
	Weighted counts	596	95	501	102	180	90	224	307	289	95	268	179	36	18	134	183	
	Column Comparisons	-		A							D E	C D E	d E					
Email/ online portal	% within column	57%	45%	65%	62%	52%	55%	59%	59%	54%	61%	63%	57%	51%	33%	66%	61%	
	Weighted counts	1,674	571	1,102	311	505	263	596	859	814	255	616	535	178	90	460	528	
	Column Comparisons	-		A	b			b	b		d E	c d E	E	E		C D	c D	
Other	% within column	3%	5%	2%	2%	4%	3%	2%	3%	3%	2%	1%	4%	3%	7%	2%	2%	
	Weighted counts	86	58	29	11	41	14	21	43	44	10	8	38	10	20	14	21	
	Column Comparisons	-	B										B		a B			
No preference	% within column	4%	2%	5%	4%	4%	3%	4%	4%	3%	2%	2%	5%	4%	6%	3%	3%	
	Weighted counts	109	28	81	18	38	15	38	63	46	10	22	48	14	16	21	30	
	Column Comparisons	-		a														
I don't know	% within column	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	0%	0%	0%	
	Weighted counts	13	2	10	0	2	2	8	11	2	2	6	4	0	0	1	2	
	Column Comparisons	-							b									
Effective Column n	% within column																	
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	620	
Unweighted base	% within column																	
	Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	877	
Weighted base	% within column																	
	Weighted counts	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	868	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QC1_1: Preferred communication types from known organisations: Your bank/ building society		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Post	% within column	61%	60%	55%	63%	59%	59%	53%	66%	59%	59%	**
	Weighted counts	393	445	827	907	1,466	139	79	59	1,312	427	
	Column Comparisons				A				c			
Phone call	% within column	25%	26%	26%	22%	24%	19%	25%	25%	24%	26%	**
	Weighted counts	160	194	388	325	609	45	36	22	525	186	
	Column Comparisons											
Text message	% within column	21%	19%	23%	17%	20%	22%	20%	30%	20%	20%	**
	Weighted counts	138	141	342	252	488	52	30	26	449	147	
	Column Comparisons				b							
Email/ online portal	% within column	50%	48%	62%	51%	57%	59%	53%	50%	55%	60%	**
	Weighted counts	326	360	933	737	1,410	141	78	45	1,233	438	
	Column Comparisons				B							
Other	% within column	5%	3%	2%	4%	3%	1%	6%	1%	3%	2%	**
	Weighted counts	30	21	33	52	74	3	8	1	73	14	
	Column Comparisons							b d				
No preference	% within column	5%	3%	3%	4%	4%	4%	4%	4%	3%	5%	**
	Weighted counts	32	26	46	61	91	9	5	3	73	36	
	Column Comparisons											
I don't know	% within column	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	**
	Weighted counts	3	7	5	8	12	0	0	1	11	2	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	% within column											
	Weighted counts	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	% within column											
	Weighted counts	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC1_2: Preferred communication types from known organisations: Your gas/ electricity provider			Demographics															
			Methodology			Quarter				Gender		Age					SEG	
			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	56%	48%	62%	57%	53%	61%	56%	55%	57%	56%	53%	58%	61%	55%	48%	56%	
	Weighted counts	1,661	614	1,047	282	515	290	574	802	859	235	514	549	212	152	340	485	
	Column Comparisons	-		A													a	
Phone call	% within column	20%	19%	22%	18%	24%	20%	19%	21%	20%	20%	22%	20%	15%	22%	18%	17%	
	Weighted counts	606	236	369	90	233	93	190	307	299	85	218	189	53	61	129	150	
	Column Comparisons	-																
Text message	% within column	14%	6%	21%	15%	14%	14%	15%	15%	14%	13%	19%	15%	7%	6%	13%	13%	
	Weighted counts	427	76	351	73	131	67	156	219	208	55	190	138	26	18	93	115	
	Column Comparisons	-		A							d e	a c D E	d e					
Email/ online portal	% within column	57%	43%	68%	64%	52%	57%	59%	58%	56%	48%	61%	60%	57%	48%	65%	62%	
	Weighted counts	1,694	554	1,140	320	507	271	596	843	851	201	594	568	198	132	460	538	
	Column Comparisons	-		A	b							A e	A e			C D	c D	
Other	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	2%	0%	0%	
	Weighted counts	12	5	7	1	9	0	3	6	7	3	4	1	0	5	3	2	
	Column Comparisons	-													c			
No preference	% within column	5%	5%	5%	6%	5%	5%	5%	6%	5%	6%	4%	5%	7%	8%	4%	5%	
	Weighted counts	152	63	88	28	50	22	52	83	69	25	36	46	23	22	28	44	
	Column Comparisons	-																
I don't know	% within column	1%	1%	1%	1%	1%	1%	2%	2%	1%	6%	1%	0%	0%	1%	1%	2%	
	Weighted counts	39	18	22	5	12	4	18	22	17	23	11	3	1	1	6	19	
	Column Comparisons	-									B C D e							
Effective Column n	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	620	
	Column Comparisons																	
Unweighted base		2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	877	
Weighted base		2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	868	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QC1_2: Preferred communication types from known organisations: Your gas/ electricity provider		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Post	% within column	60%	60%	53%	60%	56%	58%	50%	62%	56%	56%	**
	Weighted counts	389	448	788	867	1,396	136	74	55	1,251	407	
	Column Comparisons	A	A		a				c			
Phone call	% within column	25%	22%	21%	20%	20%	17%	30%	14%	20%	22%	**
	Weighted counts	161	166	308	297	509	40	44	12	445	159	
	Column Comparisons	a b						B D				
Text message	% within column	17%	15%	16%	13%	14%	16%	15%	24%	14%	15%	**
	Weighted counts	109	110	236	190	347	37	22	21	318	108	
	Column Comparisons											
Email/ online portal	% within column	53%	48%	60%	55%	57%	61%	55%	45%	55%	63%	**
	Weighted counts	342	354	895	794	1,428	145	81	40	1,233	458	
	Column Comparisons			b			d				a	
Other	% within column	1%	0%	0%	1%	0%	0%	0%	1%	0%	0%	**
	Weighted counts	5	3	4	9	11	1	0	1	9	3	
	Column Comparisons											
No preference	% within column	4%	7%	4%	6%	5%	4%	3%	5%	5%	5%	**
	Weighted counts	29	51	63	89	133	9	5	5	112	39	
	Column Comparisons				a							
I don't know	% within column	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	**
	Weighted counts	9	5	22	16	33	2	3	1	32	7	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons											
	Weighted counts	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons											
	Weighted counts	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). [Part 2 of 2](#)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC1_3: Preferred communication types from known organisations: Your local council or tax office		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	66%	58%	72%	66%	62%	74%	67%	64%	68%	64%	62%	68%	74%	72%	63%	70%
	Weighted counts	1,960	739	1,221	329	596	356	679	933	1,027	266	603	636	257	197	439	606
	Column Comparisons	-		A			a B d							a b	b		
Phone call	% within column	21%	20%	23%	20%	24%	20%	20%	22%	21%	19%	24%	20%	15%	25%	18%	18%
	Weighted counts	630	250	380	101	234	96	200	318	312	81	235	192	54	68	125	158
	Column Comparisons	-															
Text message	% within column	12%	5%	16%	10%	11%	11%	13%	13%	11%	12%	15%	12%	6%	4%	11%	11%
	Weighted counts	342	68	274	49	104	52	137	182	160	51	150	110	21	10	79	93
	Column Comparisons	-		A							d e	D E	d e				
Email/ online portal	% within column	45%	34%	53%	50%	41%	44%	46%	48%	42%	44%	49%	48%	36%	32%	55%	47%
	Weighted counts	1,330	431	899	250	398	211	471	691	639	184	481	452	126	87	389	408
	Column Comparisons	-		A	b				b		e	d E	d E			b C D	c d
Other	% within column	1%	2%	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%	1%	4%	1%	1%
	Weighted counts	36	22	13	0	18	7	10	19	17	2	6	12	4	11	8	5
	Column Comparisons	-	b												a B c		
No preference	% within column	4%	4%	5%	4%	5%	3%	5%	5%	4%	3%	4%	5%	5%	6%	3%	5%
	Weighted counts	128	47	81	21	44	14	48	72	55	11	37	47	17	16	23	40
	Column Comparisons	-															
I don't know	% within column	1%	1%	1%	1%	1%	1%	2%	2%	1%	6%	1%	0%	0%	0%	1%	1%
	Weighted counts	41	16	25	6	13	4	19	22	19	26	12	3	0	0	7	13
	Column Comparisons	-									B C D e						
Effective Column n	% within column																
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	620
Unweighted base	% within column																
	Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	877
Weighted base	% within column																
	Weighted counts	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	868
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC1_3: Preferred communication types from known organisations: Your local council or tax office		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Post	% within column	65%	66%	63%	70%	67%	67%	54%	68%	67%	65%	**
	Weighted counts	421	493	939	1,014	1,660	159	80	60	1,488	469	
	Column Comparisons				A	c	c		c			
Phone call	% within column	25%	25%	21%	22%	21%	21%	29%	14%	21%	22%	**
	Weighted counts	158	189	315	314	524	50	43	13	469	159	
	Column Comparisons	a b	a b					D				
Text message	% within column	14%	11%	13%	10%	12%	10%	11%	17%	12%	11%	**
	Weighted counts	88	82	192	148	286	24	16	15	257	83	
	Column Comparisons											
Email/ online portal	% within column	39%	38%	48%	42%	45%	44%	46%	35%	43%	50%	**
	Weighted counts	252	282	724	602	1,127	105	68	31	967	361	
	Column Comparisons			b							a	
Other	% within column	1%	2%	1%	1%	1%	1%	3%	0%	1%	1%	**
	Weighted counts	9	14	16	20	28	4	4	0	25	11	
	Column Comparisons											
No preference	% within column	5%	5%	4%	5%	4%	4%	4%	5%	4%	6%	**
	Weighted counts	30	35	61	66	107	10	6	5	83	45	
	Column Comparisons											
I don't know	% within column	2%	1%	1%	1%	1%	1%	2%	2%	1%	1%	**
	Weighted counts	11	11	19	21	34	3	2	2	33	9	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons											
	Weighted counts	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons											
	Weighted counts	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). [Part 2 of 2](#)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
QC1_4: Preferred communication types from known organisations: Your GP/medical or healthcare professional		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	51%	45%	55%	52%	46%	59%	50%	49%	52%	47%	52%	50%	54%	47%	48%	53%
	Weighted counts	1,496	570	926	259	446	283	509	715	782	196	511	473	187	129	337	458
	Column Comparisons	-		A			B d										
Phone call	% within column	57%	48%	65%	60%	58%	54%	58%	57%	58%	54%	57%	58%	56%	61%	52%	59%
	Weighted counts	1,696	608	1,088	297	556	258	585	829	868	226	559	549	194	168	364	514
	Column Comparisons	-		A													a
Text message	% within column	29%	16%	39%	30%	25%	29%	32%	28%	30%	34%	33%	30%	19%	16%	28%	30%
	Weighted counts	863	201	662	152	246	137	329	413	450	142	325	286	66	44	194	262
	Column Comparisons	-		A				b			D E	D E	D E				
Email/ online portal	% within column	38%	26%	47%	43%	36%	35%	38%	39%	37%	42%	40%	38%	34%	26%	47%	40%
	Weighted counts	1,117	330	786	216	345	168	387	563	553	175	395	358	119	71	331	348
	Column Comparisons	-		A							e	E	e			b C D	c d
Other	% within column	2%	3%	1%	2%	3%	2%	1%	2%	2%	1%	1%	3%	1%	5%	3%	1%
	Weighted counts	57	38	20	10	30	8	10	31	27	4	9	28	3	13	22	8
	Column Comparisons	-	b			d							b		a b d		
No preference	% within column	4%	2%	6%	4%	5%	5%	4%	5%	4%	2%	3%	6%	4%	9%	3%	4%
	Weighted counts	131	22	109	21	50	24	36	78	53	7	26	59	14	25	21	34
	Column Comparisons	-		A					b				a b		A B		
I don't know	% within column	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	1%	0%	0%	0%	0%	1%
	Weighted counts	15	3	12	3	4	1	7	6	9	6	5	2	0	1	2	6
	Column Comparisons	-															
Effective Column n	% within column																
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	620
Unweighted base	% within column																
	Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	877
Weighted base	% within column																
	Weighted counts	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	868
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QC1_4: Preferred communication types from known organisations: Your GP/medical or healthcare professional		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	Unkn-own
Post	% within column	50%	51%	51%	51%	51%	49%	44%	53%	51%	49%	**
	Weighted counts	325	377	757	735	1,269	115	65	47	1,138	356	
	Column Comparisons											
Phone call	% within column	61%	57%	56%	58%	57%	58%	63%	56%	56%	61%	**
	Weighted counts	393	426	844	846	1,418	136	92	50	1,254	439	
	Column Comparisons	a										
Text message	% within column	30%	28%	30%	28%	30%	25%	26%	35%	29%	29%	**
	Weighted counts	195	211	449	411	736	58	38	31	650	212	
	Column Comparisons								b c			
Email/ online portal	% within column	32%	31%	39%	36%	39%	36%	32%	28%	37%	40%	**
	Weighted counts	209	229	586	528	958	86	47	25	827	288	
	Column Comparisons											
Other	% within column	2%	2%	2%	2%	2%	1%	4%	1%	2%	2%	**
	Weighted counts	13	15	26	31	49	3	5	1	43	15	
	Column Comparisons											
No preference	% within column	5%	6%	4%	5%	4%	3%	5%	4%	4%	6%	**
	Weighted counts	32	44	53	78	112	8	7	4	89	42	
	Column Comparisons											
I don't know	% within column	1%	0%	1%	0%	0%	1%	0%	1%	0%	1%	**
	Weighted counts	5	1	8	6	11	2	1	1	11	4	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons											
	Weighted counts	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons											
	Weighted counts	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC1_5: Preferred communication types from known organisations: Organisations you have a membership with		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	41%	35%	46%	42%	36%	47%	43%	40%	42%	38%	39%	43%	47%	40%	41%	39%
	Weighted counts	1,214	444	770	207	349	222	435	574	640	160	380	401	162	111	285	336
	Column Comparisons	-		A			b	b									
Phone call	% within column	17%	18%	17%	18%	20%	13%	17%	19%	16%	16%	21%	16%	14%	16%	17%	16%
	Weighted counts	513	225	288	88	194	62	170	272	242	65	201	155	48	45	119	141
	Column Comparisons	-				c											
Text message	% within column	20%	11%	26%	21%	17%	19%	23%	22%	18%	28%	24%	19%	9%	9%	18%	20%
	Weighted counts	589	144	445	104	167	89	229	323	266	116	238	178	32	24	127	173
	Column Comparisons	-		A					b		c D E	c D E	D e				
Email/ online portal	% within column	57%	46%	65%	60%	56%	54%	57%	58%	55%	67%	63%	55%	48%	35%	66%	65%
	Weighted counts	1,680	589	1,092	300	540	256	585	848	833	281	616	520	166	97	466	562
	Column Comparisons	-		A							C D E	c D E	d E	e		C D	C D
Other	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	3%	1%	1%
	Weighted counts	24	15	9	4	8	4	8	11	13	0	3	8	5	9	5	7
	Column Comparisons	-													a b		
No preference	% within column	10%	7%	11%	10%	9%	8%	11%	10%	9%	4%	7%	12%	11%	16%	7%	8%
	Weighted counts	283	96	188	50	85	40	109	150	133	15	73	115	38	43	48	68
	Column Comparisons	-		a								a	A b	a	A b		
I don't know	% within column	5%	5%	4%	7%	5%	4%	4%	4%	5%	3%	2%	6%	5%	12%	2%	5%
	Weighted counts	142	68	74	37	51	17	37	61	81	14	24	54	18	32	11	48
	Column Comparisons	-			d								b		A B c d		a
Effective Column n	% within column																
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	620
Unweighted base	Column Comparisons																
	Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	877
Weighted base	Column Comparisons																
	Weighted counts	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	868
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QC1_5: Preferred communication types from known organisations: Organisations you have a membership with		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	Unkn-own
Post	% within column	43%	43%	38%	44%	42%	40%	35%	40%	42%	39%	**
	Weighted counts	275	318	576	633	1,032	95	51	35	927	285	
	Column Comparisons			a								
Phone call	% within column	19%	17%	19%	16%	18%	13%	22%	14%	18%	16%	**
	Weighted counts	126	127	281	232	438	31	32	12	396	117	
	Column Comparisons							b				
Text message	% within column	23%	19%	23%	16%	20%	19%	19%	29%	21%	18%	**
	Weighted counts	146	144	349	239	491	44	28	26	459	130	
	Column Comparisons			B					b c			
Email/ online portal	% within column	49%	45%	62%	51%	57%	59%	53%	52%	56%	59%	**
	Weighted counts	319	334	934	739	1,417	138	79	46	1,254	425	
	Column Comparisons			B								
Other	% within column	1%	1%	0%	1%	1%	0%	2%	1%	1%	1%	**
	Weighted counts	5	7	7	17	21	0	2	1	19	5	
	Column Comparisons											
No preference	% within column	11%	13%	8%	11%	10%	8%	6%	10%	9%	12%	**
	Weighted counts	74	93	124	160	246	19	9	9	195	87	
	Column Comparisons	a	a b	a								
I don't know	% within column	5%	7%	3%	6%	4%	9%	9%	8%	5%	5%	**
	Weighted counts	31	52	50	91	101	21	13	7	107	35	
	Column Comparisons	a	A	a			a					
Effective Column n	% within column											
	Weighted counts	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons											
	Weighted counts	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons											
	Weighted counts	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC2_1: Type of communication would you most like to receive from... Your bank/ building society		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	47%	47%	47%	49%	49%	44%	45%	47%	47%	49%	42%	45%	57%	60%	45%	46%
	Weighted counts	569	121	448	108	174	89	198	292	277	89	181	184	69	46	137	167
	Column Comparisons	-												b	b		
Phone call	% within column	6%	7%	6%	7%	8%	8%	4%	7%	5%	9%	7%	4%	4%	8%	6%	3%
	Weighted counts	76	19	58	15	27	16	18	44	32	17	31	17	4	6	18	13
	Column Comparisons	-															
Text message	% within column	8%	7%	9%	4%	8%	11%	10%	7%	10%	7%	12%	8%	3%	0%	7%	10%
	Weighted counts	102	19	83	9	27	22	45	41	61	13	50	35	4	0	21	37
	Column Comparisons	-								a		e					
Email/ online portal	% within column	38%	37%	39%	40%	35%	37%	41%	39%	37%	35%	38%	42%	34%	32%	42%	41%
	Weighted counts	465	94	372	86	123	74	183	246	219	63	162	175	41	24	127	149
	Column Comparisons	-															
Other	% within column	0%	1%	0%	0%	1%	1%	0%	1%	0%	0%	0%	1%	1%	0%	1%	0%
	Weighted counts	5	4	1	0	2	1	1	4	1	0	1	2	1	0	2	0
	Column Comparisons	-	b														
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	964	128	835	161	288	164	351	469	495	141	351	315	99	57	241	304
	Column Comparisons																
Unweighted base		1,330	177	1,153	222	397	227	484	647	683	195	485	435	137	78	333	419
Weighted base		1,217	256	962	218	352	201	445	627	590	183	426	413	120	76	305	366
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC2_1: Type of communication would you most like to receive from... Your bank/ building society		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Post	% within column	44%	53%	42%	52%	48%	46%	37%	42%	48%	42%	**
	Weighted counts	117	149	271	296	488	42	21	18	429	138	
	Column Comparisons				a							
Phone call	% within column	9%	7%	5%	7%	6%	5%	7%	4%	7%	5%	**
	Weighted counts	24	21	35	41	67	4	4	2	58	18	
	Column Comparisons	b										
Text message	% within column	8%	8%	10%	7%	8%	9%	12%	12%	8%	8%	**
	Weighted counts	20	24	62	40	82	8	7	5	75	27	
	Column Comparisons											
Email/ online portal	% within column	38%	31%	43%	33%	38%	40%	44%	41%	36%	44%	**
	Weighted counts	101	88	276	188	386	37	25	18	320	145	
	Column Comparisons			b								
Other	% within column	1%	0%	0%	0%	0%	0%	1%	1%	1%	0%	**
	Weighted counts	2	1	3	2	4	0	1	0	5	0	
	Column Comparisons											
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	0	0	0	0	0	0	0	0	0	
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	
Effective Column n	% within column											
	Weighted counts	190	229	499	460	600	119	110	135	654	308	2
Unweighted base	Column Comparisons											
	Weighted counts	262	316	689	635	828	164	152	186	902	425	3
Weighted base	Column Comparisons											
	Weighted counts	264	283	647	567	1,026	92	56	43	887	328	3
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
QC2_2: Type of communication would you most like to receive from... Your gas/ electricity provider		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	45%	49%	45%	38%	43%	48%	50%	45%	46%	56%	48%	41%	42%	43%	46%	43%
	Weighted counts	506	106	400	78	139	92	197	254	252	81	183	156	50	35	116	148
	Column Comparisons	-															
Phone call	% within column	6%	7%	5%	4%	7%	8%	4%	5%	6%	9%	5%	4%	3%	9%	6%	5%
	Weighted counts	61	16	46	8	22	16	16	30	31	13	21	17	4	7	16	16
	Column Comparisons	-															
Text message	% within column	4%	3%	4%	4%	4%	3%	4%	3%	5%	6%	5%	3%	1%	0%	3%	4%
	Weighted counts	41	7	34	9	12	5	14	14	26	8	19	13	1	0	8	13
	Column Comparisons	-															
Email/ online portal	% within column	45%	41%	46%	54%	47%	41%	42%	47%	44%	30%	41%	52%	53%	48%	44%	48%
	Weighted counts	504	88	416	109	151	78	165	264	239	43	158	199	64	40	112	166
	Column Comparisons	-											A b	a	a		
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-															
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	888	111	777	155	268	153	312	423	464	115	327	290	94	61	202	280
Unweighted base	% within column																
	Weighted counts	1,201	150	1,051	210	362	207	422	573	628	156	443	393	127	82	273	379
Weighted base	% within column																
	Weighted counts	1,111	216	895	203	324	191	392	563	548	145	380	385	119	82	252	343
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC2_2: Type of communication would you most like to receive from... Your gas/ electricity provider		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Post	% within column	48%	46%	46%	45%	46%	39%	42%	43%	46%	44%	**
	Weighted counts	117	125	259	247	435	35	22	13	366	138	
	Column Comparisons											
Phone call	% within column	6%	5%	5%	6%	6%	2%	4%	2%	6%	3%	**
	Weighted counts	15	14	30	31	57	2	2	1	51	10	
	Column Comparisons											
Text message	% within column	4%	3%	4%	3%	3%	5%	3%	13%	4%	4%	**
	Weighted counts	10	9	25	16	31	4	2	4	28	12	
	Column Comparisons								a c			
Email/ online portal	% within column	42%	45%	44%	46%	44%	55%	51%	41%	44%	49%	**
	Weighted counts	104	121	248	255	415	49	27	13	348	154	
	Column Comparisons											
Other	% within column	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	**
	Weighted counts	0	0	0	0	0	0	0	0	0	0	
	Column Comparisons											
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	0	0	0	0	0	0	0	0	0	
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	
Effective Column n	% within column											
	Weighted counts	180	225	444	443	567	115	105	101	602	284	2
Unweighted base	Column Comparisons											
	Weighted counts	244	305	601	599	767	155	142	137	814	384	3
Weighted base	Column Comparisons											
	Weighted counts	247	270	562	549	939	89	52	31	793	315	3
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
QC2_3: Type of communication would you most like to receive from... Your local council or tax office		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	63%	56%	65%	64%	60%	64%	64%	62%	64%	63%	60%	61%	68%	79%	64%	63%
	Weighted counts	656	123	533	120	173	122	241	332	324	88	213	220	67	68	168	202
	Column Comparisons	-		a											b c		
Phone call	% within column	5%	7%	5%	3%	5%	5%	7%	4%	6%	4%	5%	3%	5%	13%	2%	3%
	Weighted counts	53	15	38	5	13	9	26	22	31	5	20	12	5	11	6	11
	Column Comparisons	-													c		
Text message	% within column	3%	2%	3%	2%	4%	1%	4%	2%	4%	6%	4%	3%	0%	0%	4%	2%
	Weighted counts	32	5	27	3	13	3	14	12	21	8	13	11	0	0	11	6
	Column Comparisons	-															
Email/ online portal	% within column	28%	35%	27%	32%	31%	28%	25%	31%	25%	27%	31%	32%	28%	8%	29%	32%
	Weighted counts	297	76	220	60	88	54	96	169	128	37	110	114	28	7	76	101
	Column Comparisons	-	b								e	E	E	e			
Other	% within column	0%	0%	0%	0%	0%	2%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
	Weighted counts	4	0	4	0	0	3	1	1	2	1	1	1	0	0	0	0
	Column Comparisons	-															
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	794	106	688	135	229	144	286	386	408	110	290	260	79	55	200	254
	Column Comparisons																
Unweighted base		1,093	146	947	186	315	198	394	531	562	151	399	358	109	76	275	350
Weighted base		1,041	220	821	188	286	191	377	536	506	140	357	359	99	87	261	320
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC2_3: Type of communication would you most like to receive from... Your local council or tax office		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Post	% within column	64%	60%	58%	68%	64%	66%	53%	55%	62%	65%	**
	Weighted counts	137	149	312	343	565	50	26	14	464	190	
	Column Comparisons			a								
Phone call	% within column	4%	11%	4%	6%	5%	4%	5%	1%	6%	3%	**
	Weighted counts	9	27	20	33	47	3	3	0	44	8	
	Column Comparisons		a b c									
Text message	% within column	3%	4%	4%	2%	3%	3%	4%	9%	3%	2%	**
	Weighted counts	5	10	21	11	26	2	2	2	25	7	
	Column Comparisons											
Email/ online portal	% within column	29%	23%	33%	23%	28%	28%	37%	35%	28%	29%	**
	Weighted counts	61	58	179	117	248	21	18	9	213	84	
	Column Comparisons			b								
Other	% within column	1%	1%	1%	0%	0%	0%	1%	0%	0%	1%	**
	Weighted counts	1	2	4	0	3	0	0	0	2	2	
	Column Comparisons											
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	0	0	0	0	0	0	0	0	0	
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	
Effective Column n	% within column											
	Weighted counts	153	187	405	386	516	97	97	85	538	253	2
Unweighted base	Column Comparisons											
	Weighted counts	210	258	558	531	710	133	133	117	741	349	3
Weighted base	Column Comparisons											
	Weighted counts	214	246	537	503	889	77	50	26	748	291	3
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
QC2_4: Type of communication would you most like to receive from... Your GP/medical or healthcare professional		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	29%	31%	29%	28%	31%	29%	28%	31%	27%	28%	32%	27%	34%	22%	28%	27%
	Weighted counts	389	103	286	67	123	67	131	207	182	54	147	117	47	24	86	114
	Column Comparisons	-															
Phone call	% within column	39%	37%	40%	38%	38%	42%	39%	35%	43%	34%	33%	40%	42%	65%	38%	41%
	Weighted counts	522	124	399	92	150	96	184	235	287	66	150	175	59	71	118	171
	Column Comparisons	-								a				A B C d			
Text message	% within column	15%	16%	15%	19%	14%	10%	18%	14%	17%	22%	19%	14%	9%	3%	13%	15%
	Weighted counts	207	53	154	46	55	23	83	92	114	43	87	61	12	3	40	65
	Column Comparisons	-									d E	d E	e				
Email/ online portal	% within column	16%	16%	16%	14%	16%	19%	16%	19%	13%	16%	16%	18%	15%	10%	21%	16%
	Weighted counts	215	55	160	34	64	43	74	127	87	32	75	76	21	11	64	69
	Column Comparisons	-								b							
Other	% within column	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%
	Weighted counts	4	2	2	3	1	1	0	2	3	0	1	4	0	0	1	3
	Column Comparisons	-															
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	1,013	162	851	172	306	174	362	478	535	147	371	315	107	73	239	333
	Column Comparisons																
Unweighted base		1,422	228	1,194	241	429	244	508	671	751	206	521	442	150	103	336	468
Weighted base		1,337	336	1,001	242	392	230	473	663	674	195	460	433	140	109	308	423
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC2_4: Type of communication would you most like to receive from... Your GP/medical or healthcare professional		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Post	% within column	30%	32%	31%	27%	29%	28%	29%	25%	29%	30%	**
	Weighted counts	88	101	214	175	333	27	17	11	286	101	
	Column Comparisons											
Phone call	% within column	39%	38%	35%	43%	38%	43%	46%	52%	38%	42%	**
	Weighted counts	115	118	239	280	429	43	27	23	379	143	
	Column Comparisons				a							
Text message	% within column	17%	16%	17%	14%	16%	12%	10%	12%	17%	12%	**
	Weighted counts	51	51	117	90	183	12	6	5	167	40	
	Column Comparisons									b		
Email/ online portal	% within column	13%	14%	17%	15%	16%	16%	15%	11%	16%	16%	**
	Weighted counts	39	43	117	98	185	16	9	5	160	55	
	Column Comparisons											
Other	% within column	0%	0%	0%	0%	0%	1%	1%	1%	0%	0%	**
	Weighted counts	0	1	3	1	3	1	0	0	3	1	
	Column Comparisons											
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	0	0	0	0	0	0	0	0	0	
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	
Effective Column n	% within column											
	Weighted counts	197	243	508	501	643	123	115	133	704	308	1
Unweighted base	Column Comparisons											
	Weighted counts	277	341	713	703	902	173	161	186	988	432	2
Weighted base	Column Comparisons											
	Weighted counts	293	313	690	643	1,134	99	60	43	994	341	2
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC2_5: Type of communication would you most like to receive from... Organisations you have a membership with		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Post	% within column	28%	28%	28%	19%	31%	36%	27%	26%	30%	24%	29%	27%	37%	30%	27%	27%
	Weighted counts	273	58	214	34	89	52	97	130	142	38	101	86	32	17	63	81
	Column Comparisons	-				a	a										
Phone call	% within column	5%	7%	4%	8%	5%	1%	5%	8%	2%	3%	7%	3%	2%	9%	6%	5%
	Weighted counts	48	15	33	14	16	1	17	39	9	5	25	11	1	5	14	16
	Column Comparisons	-							B								
Text message	% within column	14%	25%	11%	18%	11%	14%	15%	13%	16%	18%	16%	14%	6%	5%	13%	14%
	Weighted counts	139	52	86	32	31	20	55	65	74	28	57	46	5	3	30	43
	Column Comparisons	-	B														
Email/ online portal	% within column	52%	40%	56%	55%	52%	50%	52%	53%	52%	54%	47%	56%	56%	56%	54%	54%
	Weighted counts	506	83	423	96	149	74	186	265	241	84	162	180	48	31	128	163
	Column Comparisons	-		A													
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	1	1	0	0	0	0	1	1	0	0	1	0	0	0	0	0
	Column Comparisons	-															
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n	% within column																
	Weighted counts	770	106	664	128	239	123	281	380	390	120	291	243	72	43	192	249
	Column Comparisons																
Unweighted base		1,048	144	904	174	325	167	382	517	531	164	396	331	98	59	261	339
Weighted base		966	209	757	176	286	147	357	500	466	155	345	323	87	56	236	303
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QC2_5: Type of communication would you most like to receive from... Organisations you have a membership with		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	Unkn-own
Post	% within column	28%	32%	27%	29%	29%	28%	24%	17%	30%	24%	**
	Weighted counts	58	70	146	126	234	21	12	5	216	56	
	Column Comparisons											
Phone call	% within column	5%	4%	6%	4%	5%	1%	7%	3%	5%	5%	**
	Weighted counts	10	8	32	16	42	1	4	1	36	12	
	Column Comparisons											
Text message	% within column	19%	12%	16%	13%	14%	13%	22%	26%	16%	11%	**
	Weighted counts	38	27	83	55	111	10	10	8	114	25	
	Column Comparisons											
Email/ online portal	% within column	48%	52%	51%	55%	52%	58%	45%	54%	50%	61%	**
	Weighted counts	98	116	269	237	423	45	22	16	361	144	
	Column Comparisons										a	
Other	% within column	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	**
	Weighted counts	1	0	1	0	0	0	1	0	1	0	
	Column Comparisons							a	a			
No preference	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	0	0	0	0	0	0	0	0	0	
	Column Comparisons	-	-	-	-	-	-	-	-	-	-	
Effective Column n	% within column											
	Weighted counts	151	178	413	354	481	101	90	98	539	230	1
Unweighted base	Column Comparisons											
	Weighted counts	205	243	563	482	655	137	123	133	734	313	1
Weighted base	Column Comparisons											
	Weighted counts	205	222	531	434	810	78	48	30	727	238	1
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
QC3_1: Agreement with statements about sending and receiving post... I value the option to be able to use the postal service		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	61%	68%	56%	65%	62%	61%	58%	58%	64%	45%	57%	67%	71%	67%	61%
	Weighted counts	1,807	866	941	326	599	291	592	845	962	187	557	631	248	185	428
	Column Comparisons	-	B							a		A	A B	A B	A b	
Slightly agree	% within column	29%	26%	31%	22%	30%	30%	30%	30%	27%	40%	32%	24%	24%	26%	29%
	Weighted counts	855	329	526	112	293	142	308	443	412	165	310	227	82	70	204
	Column Comparisons	-		a		a		a			b C D e	c d				
Neither agree nor disagree	% within column	8%	5%	10%	10%	6%	8%	8%	9%	7%	11%	9%	7%	4%	5%	7%
	Weighted counts	229	58	171	52	58	38	81	125	104	47	88	65	15	13	52
	Column Comparisons	-		A							d					
Slightly disagree	% within column	1%	1%	1%	1%	1%	0%	2%	2%	1%	2%	1%	1%	1%	1%	1%
	Weighted counts	35	10	24	6	9	2	18	22	12	8	14	8	3	2	7
	Column Comparisons	-														
Strongly disagree	% within column	1%	1%	1%	1%	1%	0%	1%	1%	1%	2%	1%	1%	0%	2%	1%
	Weighted counts	25	10	15	3	6	2	14	13	12	6	6	7	0	5	9
	Column Comparisons	-														
I don't know	% within column	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%
	Weighted counts	10	2	7	0	3	2	5	4	5	5	3	2	0	0	1
	Column Comparisons	-														
NET: Agree	% within column	90%	94%	87%	88%	92%	91%	88%	89%	91%	84%	89%	91%	95%	93%	90%
	Weighted counts	2,662	1,196	1,467	438	891	434	900	1,288	1,374	352	867	858	330	255	633
	Column Comparisons	-	B										a	A b	a	
NET: Disagree	% within column	2%	2%	2%	2%	2%	1%	3%	2%	2%	3%	2%	2%	1%	2%	2%
	Weighted counts	59	20	39	8	16	3	32	35	24	15	20	15	4	6	16
	Column Comparisons	-														
Effective Column n	% within column															
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483
Column Comparisons																
Unweighted base		2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683
Weighted base		2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
QC3_1: Agreement with statements about sending and receiving post... I value the option to be able to use the postal service		C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	Unkn-own
Strongly agree	% within column	64%	62%	57%	59%	63%	62%	55%	56%	62%	61%	60%	**
	Weighted counts	555	398	427	888	913	1,539	130	83	55	1,367	438	
	Column Comparisons												
Slightly agree	% within column	27%	27%	32%	30%	27%	28%	36%	30%	30%	29%	27%	**
	Weighted counts	238	177	236	454	398	698	86	44	27	654	199	
	Column Comparisons												
Neither agree nor disagree	% within column	7%	9%	9%	8%	7%	8%	6%	9%	6%	7%	10%	**
	Weighted counts	57	57	64	122	104	196	14	13	5	157	71	
	Column Comparisons												
Slightly disagree	% within column	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	**
	Weighted counts	11	8	9	18	16	29	2	2	1	27	8	
	Column Comparisons												
Strongly disagree	% within column	0%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	**
	Weighted counts	3	7	6	13	11	17	3	4	1	17	8	
	Column Comparisons												
I don't know	% within column	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	**
	Weighted counts	5	0	3	2	7	8	1	0	0	9	0	
	Column Comparisons												
NET: Agree	% within column	91%	89%	89%	90%	90%	90%	91%	86%	92%	91%	88%	**
	Weighted counts	792	575	662	1,342	1,311	2,237	216	127	82	2,021	637	
	Column Comparisons												
NET: Disagree	% within column	2%	2%	2%	2%	2%	2%	2%	5%	2%	2%	2%	**
	Weighted counts	14	15	15	32	28	46	5	7	1	43	16	
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	620	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons												
	Weighted counts	877	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons												
	Weighted counts	868	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
QC3_2: Agreement with statements about sending and receiving post... I prefer to send emails rather than letters whenever possible		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Strongly agree	% within column	33%	41%	27%	35%	32%	35%	32%	34%	32%	54%	39%	31%	18%	10%
	Weighted counts	985	527	458	175	313	168	329	497	488	225	381	288	63	28
	Column Comparisons	-	B								B C D E	c D E	D E	e	
Slightly agree	% within column	29%	22%	35%	30%	29%	27%	29%	29%	29%	26%	31%	28%	29%	30%
	Weighted counts	859	275	584	151	284	131	293	422	437	109	305	261	102	82
	Column Comparisons	-		A											
Neither agree nor disagree	% within column	17%	9%	22%	16%	16%	19%	17%	17%	16%	13%	17%	19%	17%	12%
	Weighted counts	494	119	375	81	154	89	170	249	245	54	167	183	59	32
	Column Comparisons	-		A											
Slightly disagree	% within column	9%	7%	10%	8%	8%	9%	9%	8%	10%	5%	7%	9%	10%	16%
	Weighted counts	254	85	169	38	77	42	96	110	144	21	67	85	35	45
	Column Comparisons	-		a											A B c
Strongly disagree	% within column	12%	21%	5%	10%	14%	10%	12%	12%	12%	2%	6%	13%	25%	32%
	Weighted counts	361	270	91	51	137	47	126	174	188	9	54	121	88	89
	Column Comparisons	-	B									a	A B	A B C	A B C
I don't know	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	7	0	7	2	2	1	3	1	6	1	4	2	0	0
	Column Comparisons	-													
NET: Agree	% within column	62%	63%	62%	65%	62%	62%	61%	63%	61%	80%	70%	58%	47%	40%
	Weighted counts	1,844	802	1,042	326	597	299	622	919	925	334	687	549	165	110
	Column Comparisons	-									b C D E	C D E	d E		
NET: Disagree	% within column	21%	28%	15%	18%	22%	19%	22%	19%	22%	7%	12%	22%	36%	48%
	Weighted counts	615	355	260	89	214	89	222	283	332	30	121	207	124	133
	Column Comparisons	-	B									a	A B	A B C	A B C d
Effective Column n	% within column														
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173
Unweighted base	Column Comparisons														
	Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244
Weighted base	Column Comparisons														
	Weighted counts	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
QC3_2: Agreement with statements about sending and receiving post... I prefer to send emails rather than letters whenever possible		AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Strongly agree	% within column	39%	39%	28%	27%	40%	27%	34%	29%	34%	24%	34%	30%	**
	Weighted counts	271	335	181	199	593	388	845	69	50	22	769	214	
	Column Comparisons	c D	C D			B								
Slightly agree	% within column	33%	28%	28%	28%	28%	30%	29%	31%	29%	31%	29%	29%	**
	Weighted counts	229	242	179	209	421	434	716	74	42	27	647	210	
	Column Comparisons													
Neither agree nor disagree	% within column	13%	17%	19%	18%	17%	16%	16%	19%	15%	21%	15%	21%	**
	Weighted counts	89	149	120	136	259	231	409	44	22	19	342	151	
	Column Comparisons			a	a								a	
Slightly disagree	% within column	8%	7%	11%	9%	8%	9%	8%	10%	9%	13%	8%	10%	**
	Weighted counts	53	65	72	64	118	136	206	23	13	11	185	69	
	Column Comparisons													
Strongly disagree	% within column	8%	9%	15%	18%	7%	18%	12%	11%	13%	11%	13%	11%	**
	Weighted counts	60	74	96	132	106	255	307	25	20	9	282	78	
	Column Comparisons			a b	A B	A								
I don't know	% within column	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	3	0	4	1	6	6	1	1	0	5	2	
	Column Comparisons													
NET: Agree	% within column	71%	66%	56%	55%	68%	57%	63%	61%	62%	55%	63%	59%	**
	Weighted counts	500	577	359	408	1,014	822	1,560	143	92	49	1,416	425	
	Column Comparisons	C D	C D			B								
NET: Disagree	% within column	16%	16%	26%	26%	15%	27%	21%	21%	22%	23%	21%	20%	**
	Weighted counts	112	139	168	196	224	391	512	49	33	21	467	147	
	Column Comparisons			A B	A B	A								
Effective Column n	% within column													
	Weighted counts	483	620	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons													
	Weighted counts	683	877	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons													
	Weighted counts	702	868	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC3_3: Agreement with statements about sending and receiving post... I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record			Demographics														
			Methodology			Quarter				Gender		Age					SEG
			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	37%	39%	37%	39%	36%	41%	36%	36%	39%	35%	36%	41%	37%	36%	39%	
	Weighted counts	1,108	493	615	195	350	195	369	518	590	147	351	383	128	99	277	
	Column Comparisons	-															
Slightly agree	% within column	30%	28%	32%	28%	35%	27%	29%	31%	30%	32%	31%	28%	34%	30%	31%	
	Weighted counts	898	357	541	139	340	127	292	448	450	133	299	267	117	81	219	
	Column Comparisons	-		a		a c d											
Neither agree nor disagree	% within column	17%	15%	19%	19%	15%	17%	18%	18%	17%	17%	17%	15%	20%	16%		
	Weighted counts	508	192	316	95	147	80	187	256	252	71	168	162	53	54	115	
	Column Comparisons	-		a													
Slightly disagree	% within column	9%	9%	8%	7%	8%	10%	9%	9%	8%	9%	10%	8%	8%	6%	9%	
	Weighted counts	252	113	139	33	79	47	93	130	122	36	94	77	27	18	63	
	Column Comparisons	-															
Strongly disagree	% within column	6%	9%	4%	6%	5%	6%	6%	7%	5%	6%	6%	5%	7%	8%	4%	
	Weighted counts	173	112	61	32	47	29	65	95	78	25	57	46	23	23	26	
	Column Comparisons	-	B														
I don't know	% within column	1%	1%	1%	1%	0%	0%	1%	0%	1%	2%	1%	1%	0%	0%	0%	
	Weighted counts	22	9	13	5	5	1	11	7	15	7	9	6	0	0	2	
	Column Comparisons	-															
NET: Agree	% within column	68%	67%	69%	67%	71%	67%	65%	66%	69%	67%	66%	69%	71%	66%	71%	
	Weighted counts	2,005	850	1,156	334	690	322	660	965	1,040	279	650	650	245	181	496	
	Column Comparisons	-															
NET: Disagree	% within column	14%	18%	12%	13%	13%	16%	16%	15%	13%	15%	15%	13%	14%	15%	13%	
	Weighted counts	425	225	199	65	126	76	158	225	200	61	151	123	50	41	89	
	Column Comparisons	-	B														
Effective Column n	% within column																
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	
Unweighted base	% within column																
	Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	
Weighted base	% within column																
	Weighted counts	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC3_3: Agreement with statements about sending and receiving post... I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	Unkn-own
Strongly agree	% within column	38%	35%	37%	38%	37%	38%	35%	39%	39%	37%	40%	**
	Weighted counts	327	226	277	563	542	934	82	58	34	820	287	
	Column Comparisons												
Slightly agree	% within column	28%	31%	31%	30%	31%	30%	35%	30%	32%	30%	30%	**
	Weighted counts	247	200	231	447	446	743	82	44	28	677	219	
	Column Comparisons												
Neither agree nor disagree	% within column	18%	18%	16%	17%	17%	18%	12%	13%	15%	17%	17%	**
	Weighted counts	156	117	121	258	246	447	29	19	14	385	123	
	Column Comparisons												
Slightly disagree	% within column	8%	9%	8%	9%	8%	8%	11%	7%	7%	9%	8%	**
	Weighted counts	73	57	59	135	117	210	26	10	6	194	58	
	Column Comparisons												
Strongly disagree	% within column	6%	7%	7%	6%	6%	5%	8%	9%	6%	6%	4%	**
	Weighted counts	53	46	49	86	87	135	19	13	6	140	32	
	Column Comparisons												
I don't know	% within column	1%	0%	1%	1%	1%	1%	0%	2%	1%	1%	1%	**
	Weighted counts	12	0	7	9	12	18	0	3	1	15	7	
	Column Comparisons												
NET: Agree	% within column	66%	66%	68%	67%	68%	67%	69%	70%	71%	67%	70%	**
	Weighted counts	574	426	509	1,010	989	1,677	163	103	63	1,497	506	
	Column Comparisons												
NET: Disagree	% within column	14%	16%	14%	15%	14%	14%	19%	16%	13%	15%	12%	**
	Weighted counts	126	103	107	221	204	345	45	24	12	334	90	
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	620	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons												
	Weighted counts	877	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons												
	Weighted counts	868	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
QC3_4: Agreement with statements about sending and receiving post... I only use post if there is no alternative		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	13%	14%	13%	14%	14%	13%	13%	13%	14%	23%	15%	11%	10%	7%	18%
	Weighted counts	399	182	217	69	139	64	127	193	206	97	146	100	36	21	123
	Column Comparisons	-									b C D E	c e				b c
Slightly agree	% within column	22%	18%	25%	23%	20%	20%	24%	22%	22%	29%	26%	19%	15%	16%	22%
	Weighted counts	648	228	420	114	194	95	246	314	335	122	251	178	52	45	153
	Column Comparisons	-		A							C D e	c d e				
Neither agree nor disagree	% within column	18%	12%	23%	17%	16%	23%	19%	19%	18%	16%	19%	19%	18%	18%	16%
	Weighted counts	544	157	387	83	155	109	197	271	273	67	186	178	64	49	110
	Column Comparisons	-		A												
Slightly disagree	% within column	19%	18%	20%	16%	21%	22%	18%	21%	18%	18%	19%	20%	22%	17%	18%
	Weighted counts	572	228	344	80	201	104	187	299	273	75	184	189	77	47	129
	Column Comparisons	-														
Strongly disagree	% within column	26%	37%	18%	30%	28%	22%	25%	25%	27%	12%	21%	31%	34%	41%	26%
	Weighted counts	780	474	306	151	271	104	254	368	412	50	203	294	120	113	182
	Column Comparisons	-	B									a	A B	A B	A B c	
I don't know	% within column	1%	0%	1%	0%	1%	0%	1%	1%	1%	2%	1%	0%	0%	0%	1%
	Weighted counts	17	6	10	1	7	2	7	8	9	8	7	2	0	0	5
	Column Comparisons	-									c					
NET: Agree	% within column	35%	32%	38%	37%	34%	33%	37%	35%	36%	52%	41%	30%	25%	24%	39%
	Weighted counts	1,048	411	637	184	333	159	373	507	541	219	397	278	88	66	277
	Column Comparisons	-		a							b C D E	C D E				
NET: Disagree	% within column	46%	55%	39%	46%	49%	44%	43%	46%	45%	30%	40%	51%	56%	58%	44%
	Weighted counts	1,352	702	650	230	472	208	441	667	685	124	387	483	197	161	311
	Column Comparisons	-	B									a	A B	A B	A B	
Effective Column n																
		Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	483
		Column Comparisons														
Unweighted base																
		Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	683
Weighted base																
		Weighted counts	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	702
Columns																
		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
QC3_4: Agreement with statements about sending and receiving post... I only use post if there is no alternative		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Strongly agree	% within column	12%	10%	15%	15%	12%	14%	11%	14%	10%	14%	13%	**
	Weighted counts	100	63	113	227	171	343	26	21	9	302	97	
	Column Comparisons			c	b								
Slightly agree	% within column	22%	22%	22%	22%	22%	22%	21%	23%	20%	22%	22%	**
	Weighted counts	193	140	162	333	313	546	50	34	18	490	157	
	Column Comparisons												
Neither agree nor disagree	% within column	21%	20%	17%	19%	18%	18%	19%	16%	20%	18%	19%	**
	Weighted counts	178	131	125	284	256	458	45	23	17	408	135	
	Column Comparisons												
Slightly disagree	% within column	19%	23%	17%	20%	19%	19%	21%	16%	22%	19%	20%	**
	Weighted counts	166	147	130	293	277	478	50	24	19	423	148	
	Column Comparisons												
Strongly disagree	% within column	26%	25%	28%	24%	29%	26%	27%	30%	28%	27%	26%	**
	Weighted counts	226	160	212	353	425	647	63	44	25	592	187	
	Column Comparisons					a							
I don't know	% within column	1%	1%	0%	1%	1%	1%	0%	1%	0%	1%	0%	**
	Weighted counts	6	4	2	8	8	15	1	1	0	16	1	
	Column Comparisons												
NET: Agree	% within column	34%	31%	37%	37%	33%	36%	32%	37%	30%	35%	35%	**
	Weighted counts	293	203	275	560	484	889	77	55	27	792	254	
	Column Comparisons												
NET: Disagree	% within column	45%	48%	46%	43%	48%	45%	48%	46%	50%	45%	46%	**
	Weighted counts	391	308	342	646	702	1,125	114	69	44	1,015	335	
	Column Comparisons					a							
Effective Column n	% within column												
	Weighted counts	620	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons												
	Weighted counts	877	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons												
	Weighted counts	868	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics														
QC3_5: Agreement with statements about sending and receiving post... I would feel cut off from society if I couldn't send or receive post			Methodology			Quarter				Gender		Age					SEG
			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	33%	35%	31%	35%	31%	31%	35%	30%	36%	22%	27%	35%	50%	44%	32%	
	Weighted counts	977	452	526	177	299	148	354	440	538	90	265	328	172	121	225	
	Column Comparisons	-	b							a			A b	A B C	A B c		
Slightly agree	% within column	33%	30%	36%	30%	35%	33%	34%	34%	33%	31%	33%	33%	33%	38%	32%	
	Weighted counts	987	378	609	148	337	158	345	492	495	131	325	313	115	104	223	
	Column Comparisons	-		a													
Neither agree nor disagree	% within column	15%	12%	18%	18%	16%	15%	14%	16%	15%	17%	17%	17%	10%	9%	17%	
	Weighted counts	454	152	302	89	151	74	140	232	222	70	168	158	34	23	119	
	Column Comparisons	-		A							d e	d e	d e				
Slightly disagree	% within column	9%	10%	9%	11%	9%	11%	8%	10%	9%	14%	11%	8%	5%	6%	10%	
	Weighted counts	278	132	146	54	84	53	86	147	130	61	107	78	16	16	68	
	Column Comparisons	-									c D e	d					
Strongly disagree	% within column	8%	12%	5%	5%	10%	8%	8%	9%	7%	15%	11%	6%	2%	4%	9%	
	Weighted counts	241	154	87	27	93	38	83	131	109	63	103	56	9	10	60	
	Column Comparisons	-	B								C D E	c D e	d				
I don't know	% within column	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	
	Weighted counts	23	8	15	3	4	7	10	9	14	5	9	8	1	0	8	
	Column Comparisons	-															
NET: Agree	% within column	66%	65%	67%	65%	66%	64%	69%	64%	68%	53%	60%	68%	83%	82%	64%	
	Weighted counts	1,964	830	1,135	324	635	306	699	932	1,033	221	590	641	288	225	448	
	Column Comparisons	-								a		a	A b	A B C	A B C		
NET: Disagree	% within column	18%	22%	14%	16%	18%	19%	17%	19%	16%	29%	21%	14%	7%	10%	18%	
	Weighted counts	518	286	232	81	177	92	168	279	240	123	210	134	25	26	128	
	Column Comparisons	-	B								b C D E	C D E	d				
Effective Column n																	
		Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483
		Column Comparisons															
Unweighted base																	
		Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683
Weighted base																	
		Weighted counts	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
QC3_5: Agreement with statements about sending and receiving post... I would feel cut off from society if I couldn't send or receive post		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Strongly agree	% within column	34%	34%	32%	29%	37%	33%	32%	30%	31%	33%	33%	**
	Weighted counts	294	218	241	438	535	830	76	44	28	740	236	
	Column Comparisons					A							
Slightly agree	% within column	33%	35%	33%	33%	34%	34%	30%	30%	26%	33%	34%	**
	Weighted counts	289	227	248	490	494	848	71	45	23	740	247	
	Column Comparisons												
Neither agree nor disagree	% within column	16%	14%	14%	18%	12%	15%	15%	17%	15%	15%	15%	**
	Weighted counts	139	91	105	277	174	379	37	25	13	345	107	
	Column Comparisons					B							
Slightly disagree	% within column	10%	9%	9%	10%	9%	9%	14%	9%	11%	9%	10%	**
	Weighted counts	83	61	66	149	128	223	32	13	10	204	73	
	Column Comparisons												
Strongly disagree	% within column	7%	7%	10%	9%	7%	7%	9%	14%	15%	8%	8%	**
	Weighted counts	59	47	75	134	106	186	20	20	14	183	57	
	Column Comparisons												
I don't know	% within column	0%	0%	1%	1%	1%	1%	0%	0%	1%	1%	1%	**
	Weighted counts	4	3	9	10	13	22	0	1	1	19	5	
	Column Comparisons												
NET: Agree	% within column	67%	69%	66%	62%	71%	67%	62%	60%	57%	66%	67%	**
	Weighted counts	583	445	489	928	1,029	1,678	147	89	51	1,480	483	
	Column Comparisons					A							
NET: Disagree	% within column	16%	17%	19%	19%	16%	16%	22%	23%	27%	17%	18%	**
	Weighted counts	142	107	141	283	234	409	52	33	24	387	130	
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	620	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons												
	Weighted counts	877	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons												
	Weighted counts	868	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics														
QC3_6: Agreement with statements about sending and receiving post... I only use post to send greetings cards			Methodology			Quarter				Gender		Age					SEG
			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	11%	15%	8%	9%	10%	15%	12%	11%	11%	12%	10%	11%	13%	11%	12%	
	Weighted counts	325	186	139	43	94	70	117	157	168	48	100	101	46	30	87	
	Column Comparisons	-	B														
Slightly agree	% within column	19%	19%	20%	18%	20%	20%	19%	18%	21%	21%	20%	20%	17%	18%	20%	
	Weighted counts	574	236	338	91	189	96	198	256	319	90	192	186	58	49	141	
	Column Comparisons	-								a							
Neither agree nor disagree	% within column	15%	8%	20%	15%	14%	16%	15%	17%	13%	19%	17%	13%	11%	14%	14%	
	Weighted counts	438	101	337	76	132	78	152	241	197	78	164	121	39	37	100	
	Column Comparisons	-		A					b								
Slightly disagree	% within column	24%	23%	25%	25%	25%	24%	23%	24%	24%	23%	23%	25%	26%	24%	21%	
	Weighted counts	713	292	420	125	242	116	230	355	358	95	224	237	89	67	150	
	Column Comparisons	-															
Strongly disagree	% within column	30%	36%	26%	33%	31%	24%	31%	30%	30%	24%	30%	31%	33%	33%	31%	
	Weighted counts	890	458	432	162	302	116	310	433	457	100	293	289	116	92	221	
	Column Comparisons	-	B														
I don't know	% within column	1%	0%	1%	0%	1%	0%	1%	1%	1%	2%	0%	1%	0%	0%	1%	
	Weighted counts	20	2	18	0	8	2	10	11	9	8	5	6	0	0	4	
	Column Comparisons	-		a													
NET: Agree	% within column	30%	33%	28%	27%	29%	35%	31%	28%	32%	33%	30%	31%	30%	29%	32%	
	Weighted counts	899	422	478	135	284	166	315	413	487	138	292	287	104	78	228	
	Column Comparisons	-	b														
NET: Disagree	% within column	54%	59%	51%	58%	56%	48%	53%	54%	54%	46%	53%	56%	59%	58%	53%	
	Weighted counts	1,603	751	852	287	544	232	540	788	815	195	518	527	205	159	370	
	Column Comparisons	-	B										a	a			
Effective Column n																	
Weighted counts		2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	
Column Comparisons																	
Unweighted base		2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	
Weighted base		2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
QC3_6: Agreement with statements about sending and receiving post... I only use post to send greetings cards		C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	Unkn-own
Strongly agree	% within column	8%	11%	12%	11%	11%	11%	9%	8%	12%	11%	10%	**
	Weighted counts	73	73	92	158	166	282	20	11	11	248	76	
	Column Comparisons												
Slightly agree	% within column	21%	20%	16%	21%	18%	19%	24%	24%	18%	19%	22%	**
	Weighted counts	183	130	121	308	265	468	56	35	16	414	160	
	Column Comparisons												
Neither agree nor disagree	% within column	14%	14%	16%	15%	15%	15%	11%	14%	12%	14%	16%	**
	Weighted counts	124	93	120	219	215	380	26	21	11	323	113	
	Column Comparisons												
Slightly disagree	% within column	25%	26%	24%	23%	25%	24%	29%	21%	23%	24%	23%	**
	Weighted counts	214	168	182	345	363	594	69	30	20	544	168	
	Column Comparisons												
Strongly disagree	% within column	31%	28%	30%	31%	29%	30%	27%	33%	34%	31%	28%	**
	Weighted counts	266	180	223	461	427	747	65	49	30	687	203	
	Column Comparisons												
I don't know	% within column	1%	0%	1%	0%	1%	1%	0%	1%	2%	1%	1%	**
	Weighted counts	8	1	6	6	14	16	1	1	2	14	5	
	Column Comparisons												
NET: Agree	% within column	29%	31%	29%	31%	30%	30%	32%	31%	30%	30%	33%	**
	Weighted counts	256	203	212	466	431	751	76	46	26	662	236	
	Column Comparisons												
NET: Disagree	% within column	55%	54%	54%	54%	55%	54%	56%	53%	57%	55%	51%	**
	Weighted counts	479	348	405	807	791	1,341	133	79	50	1,231	371	
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	620	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons												
	Weighted counts	877	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons												
	Weighted counts	868	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
QC3_7: Agreement with statements about sending and receiving post... I send fewer letters by post now due to the cost		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	18%	11%	23%	21%	17%	16%	18%	16%	20%	20%	13%	18%	25%	21%	19%
	Weighted counts	524	143	381	102	167	76	178	228	296	83	130	166	89	57	135
	Column Comparisons	-		A						a	b			B c	b	
Slightly agree	% within column	27%	15%	37%	24%	26%	29%	29%	26%	29%	27%	26%	28%	27%	30%	27%
	Weighted counts	806	186	620	120	254	137	294	375	430	114	250	263	95	84	188
	Column Comparisons	-		A												
Neither agree nor disagree	% within column	20%	17%	22%	19%	19%	26%	18%	21%	19%	22%	22%	19%	14%	18%	18%
	Weighted counts	589	211	378	93	187	124	186	307	282	93	219	178	50	50	130
	Column Comparisons	-		A			a b d									
Slightly disagree	% within column	15%	21%	11%	14%	14%	14%	17%	16%	13%	13%	17%	15%	12%	15%	16%
	Weighted counts	443	262	180	68	139	66	169	239	203	52	165	143	41	41	111
	Column Comparisons	-	B													
Strongly disagree	% within column	19%	36%	7%	22%	22%	16%	18%	20%	19%	15%	21%	20%	21%	15%	20%
	Weighted counts	576	459	117	110	213	74	178	294	282	64	210	187	74	41	137
	Column Comparisons	-	B													
I don't know	% within column	1%	1%	0%	1%	1%	0%	1%	1%	1%	3%	0%	0%	0%	0%	0%
	Weighted counts	23	14	8	4	7	0	12	9	13	12	5	4	0	1	1
	Column Comparisons	-									b c d					
NET: Agree	% within column	45%	26%	59%	45%	44%	45%	46%	42%	48%	47%	39%	46%	53%	51%	46%
	Weighted counts	1,330	329	1,000	223	421	213	473	603	726	197	380	429	184	141	323
	Column Comparisons	-		A						a	b		b	B	b	
NET: Disagree	% within column	34%	57%	18%	36%	36%	29%	34%	37%	32%	28%	38%	35%	33%	30%	35%
	Weighted counts	1,019	721	298	179	352	141	347	533	486	116	375	330	115	83	248
	Column Comparisons	-	B						b		a					
Effective Column n																
Weighted counts		2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483
Column Comparisons																
Unweighted base		2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683
Weighted base		2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC3_7: Agreement with statements about sending and receiving post... I send fewer letters by post now due to the cost		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Strongly agree	% within column	17%	16%	19%	15%	20%	18%	16%	21%	19%	16%	22%	**
	Weighted counts	150	100	139	226	297	437	38	32	17	366	158	
	Column Comparisons					a						a	
Slightly agree	% within column	28%	29%	25%	25%	29%	26%	31%	30%	33%	25%	34%	**
	Weighted counts	243	186	189	373	428	658	74	44	29	559	244	
	Column Comparisons					a						A	
Neither agree nor disagree	% within column	18%	21%	23%	20%	19%	20%	21%	21%	15%	20%	18%	**
	Weighted counts	154	136	170	307	278	495	49	32	14	457	132	
	Column Comparisons												
Slightly disagree	% within column	15%	14%	15%	17%	13%	15%	13%	11%	16%	16%	12%	**
	Weighted counts	128	92	112	254	189	381	31	17	14	354	88	
	Column Comparisons				b								
Strongly disagree	% within column	21%	20%	16%	22%	17%	20%	18%	15%	16%	21%	14%	**
	Weighted counts	184	132	122	331	243	497	42	22	14	475	101	
	Column Comparisons				b						B		
I don't know	% within column	1%	0%	2%	0%	1%	1%	1%	1%	1%	1%	0%	**
	Weighted counts	9	1	12	7	15	19	1	1	1	20	3	
	Column Comparisons												
NET: Agree	% within column	45%	44%	44%	40%	50%	44%	47%	52%	51%	41%	55%	**
	Weighted counts	393	286	328	599	725	1,096	112	76	46	925	402	
	Column Comparisons					A						A	
NET: Disagree	% within column	36%	35%	32%	39%	30%	35%	31%	26%	32%	37%	26%	**
	Weighted counts	312	224	235	585	433	878	74	39	28	829	188	
	Column Comparisons				B						B		
Effective Column n	% within column												
	Weighted counts	620	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons												
	Weighted counts	877	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons												
	Weighted counts	868	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
QC3_8: Agreement with statements about sending and receiving post... I trust second class post to get there in a reasonable timeframe		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	31%	35%	27%	33%	31%	24%	32%	30%	31%	29%	29%	32%	34%	33%	33%
	Weighted counts	911	450	462	165	301	116	329	437	475	120	281	299	120	92	231
	Column Comparisons	-	B		c	c		c								
Slightly agree	% within column	44%	42%	45%	44%	43%	48%	43%	45%	43%	40%	46%	43%	43%	47%	39%
	Weighted counts	1,299	536	764	218	420	229	432	650	649	167	450	401	151	129	276
	Column Comparisons	-														
Neither agree nor disagree	% within column	13%	9%	16%	13%	12%	14%	13%	14%	12%	18%	14%	13%	7%	9%	13%
	Weighted counts	384	114	270	66	115	69	134	198	186	76	136	122	26	24	88
	Column Comparisons	-		A							d e	d				
Slightly disagree	% within column	6%	5%	7%	6%	7%	6%	6%	6%	7%	6%	7%	6%	7%	6%	7%
	Weighted counts	192	67	125	30	66	31	65	88	104	26	65	58	26	17	50
	Column Comparisons	-														
Strongly disagree	% within column	5%	6%	4%	3%	5%	5%	4%	4%	5%	5%	4%	5%	5%	3%	6%
	Weighted counts	135	75	60	15	52	25	44	58	77	22	39	47	17	10	43
	Column Comparisons	-	b													
I don't know	% within column	1%	3%	0%	1%	1%	2%	1%	2%	1%	2%	1%	1%	2%	1%	2%
	Weighted counts	38	33	5	4	12	9	13	22	16	8	7	13	8	3	14
	Column Comparisons	-	B													
NET: Agree	% within column	75%	77%	73%	77%	75%	72%	75%	75%	75%	69%	75%	74%	78%	80%	72%
	Weighted counts	2,211	986	1,225	383	721	345	761	1,087	1,124	287	731	700	271	221	507
	Column Comparisons	-	b												a	
NET: Disagree	% within column	11%	11%	11%	9%	12%	12%	11%	10%	12%	11%	11%	11%	12%	10%	13%
	Weighted counts	327	143	184	45	118	56	109	146	182	48	104	105	43	27	93
	Column Comparisons	-														
Effective Column n	% within column															
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483
	Column Comparisons															
Unweighted base		2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683
Weighted base		2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
QC3_8: Agreement with statements about sending and receiving post... I trust second class post to get there in a reasonable timeframe		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Strongly agree	% within column	28%	34%	29%	31%	31%	31%	29%	30%	31%	31%	29%	**
	Weighted counts	245	217	218	466	444	771	68	45	28	699	213	
	Column Comparisons												
Slightly agree	% within column	44%	42%	49%	43%	45%	43%	52%	44%	46%	44%	44%	**
	Weighted counts	381	274	368	642	652	1,071	123	64	40	979	318	
	Column Comparisons			a									
Neither agree nor disagree	% within column	14%	13%	12%	14%	11%	13%	9%	13%	15%	12%	16%	**
	Weighted counts	123	81	92	216	165	330	21	19	14	266	115	
	Column Comparisons				b						a		
Slightly disagree	% within column	7%	8%	5%	6%	7%	7%	5%	9%	4%	7%	6%	**
	Weighted counts	57	51	35	88	102	165	11	13	3	148	44	
	Column Comparisons												
Strongly disagree	% within column	5%	3%	4%	5%	4%	5%	5%	4%	3%	5%	4%	**
	Weighted counts	48	18	27	74	62	115	11	6	2	108	27	
	Column Comparisons												
I don't know	% within column	2%	1%	1%	1%	2%	1%	0%	0%	2%	1%	1%	**
	Weighted counts	14	6	5	12	26	35	1	1	1	30	8	
	Column Comparisons												
NET: Agree	% within column	72%	76%	79%	74%	76%	74%	81%	74%	77%	75%	73%	**
	Weighted counts	626	491	586	1,108	1,096	1,842	192	109	68	1,678	531	
	Column Comparisons												
NET: Disagree	% within column	12%	11%	8%	11%	11%	11%	10%	13%	6%	11%	10%	**
	Weighted counts	104	69	62	162	164	280	22	19	6	256	72	
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	620	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons												
	Weighted counts	877	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons												
	Weighted counts	868	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC3_9: Agreement with statements about sending and receiving post... I nearly always send digital greetings cards now, instead of sending them by post

QC3_9: Agreement with statements about sending and receiving post... I nearly always send digital greetings cards now, instead of sending them by post		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	
Strongly agree	% within column	7%	8%	7%	10%	6%	6%	7%	7%	8%	12%	10%	4%	4%	3%	6%	
	Weighted counts	211	99	112	48	62	29	73	95	116	52	97	42	13	7	45	
	Column Comparisons	-									C D E	C d e					
Slightly agree	% within column	10%	11%	9%	10%	11%	7%	11%	11%	9%	16%	14%	6%	5%	8%	13%	
	Weighted counts	300	142	158	48	108	35	109	163	137	66	141	54	18	22	90	
	Column Comparisons	-									C D e	C D e					
Neither agree nor disagree	% within column	13%	9%	16%	14%	12%	11%	14%	14%	11%	15%	16%	12%	5%	7%	12%	
	Weighted counts	377	112	264	69	119	51	137	205	171	64	158	117	19	18	87	
	Column Comparisons	-		A							D e	D e	d e				
Slightly disagree	% within column	16%	14%	18%	15%	16%	20%	15%	16%	16%	22%	16%	15%	14%	12%	17%	
	Weighted counts	476	176	300	75	157	95	149	230	246	92	160	143	48	34	118	
	Column Comparisons	-		a							c d e						
Strongly disagree	% within column	53%	58%	49%	51%	52%	55%	52%	51%	54%	31%	42%	62%	71%	70%	50%	
	Weighted counts	1,557	735	822	254	507	265	531	742	815	129	409	579	248	192	353	
	Column Comparisons	-	B									a	A B	A B c	A B c		
I don't know	% within column	1%	1%	2%	1%	1%	1%	2%	1%	1%	4%	1%	1%	1%	1%	1%	
	Weighted counts	39	11	28	5	14	3	18	18	22	15	13	6	3	2	9	
	Column Comparisons	-									c						
NET: Agree	% within column	17%	19%	16%	19%	18%	13%	18%	18%	17%	28%	24%	10%	9%	10%	19%	
	Weighted counts	511	241	270	95	170	64	182	258	253	118	237	96	31	29	135	
	Column Comparisons	-									C D E	C D E					
NET: Disagree	% within column	69%	71%	67%	66%	69%	75%	67%	67%	70%	53%	58%	77%	85%	82%	67%	
	Weighted counts	2,033	911	1,122	329	664	360	680	972	1,061	221	569	722	295	226	471	
	Column Comparisons	-	b				a d						A B	A B c	A B		
Effective Column n																	
		Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	483	
		Column Comparisons															
Unweighted base			2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	683	
Weighted base			2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	702	
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC3_9: Agreement with statements about sending and receiving post... I nearly always send digital greetings cards now, instead of sending them by post		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Strongly agree	% within column	7%	6%	9%	8%	6%	7%	7%	6%	3%	8%	6%	**
	Weighted counts	64	37	64	119	91	184	16	9	2	170	41	
	Column Comparisons												
Slightly agree	% within column	11%	8%	9%	12%	8%	10%	8%	10%	9%	11%	7%	**
	Weighted counts	93	52	66	180	119	260	18	14	8	246	54	
	Column Comparisons				b								
Neither agree nor disagree	% within column	13%	13%	12%	15%	10%	13%	11%	12%	13%	13%	12%	**
	Weighted counts	114	84	92	225	149	321	26	18	11	292	83	
	Column Comparisons				b								
Slightly disagree	% within column	16%	16%	15%	17%	15%	16%	17%	16%	15%	16%	17%	**
	Weighted counts	139	105	114	256	220	399	40	24	13	351	125	
	Column Comparisons												
Strongly disagree	% within column	51%	57%	53%	47%	59%	52%	57%	55%	59%	51%	58%	**
	Weighted counts	443	366	396	701	851	1,289	134	82	52	1,137	418	
	Column Comparisons					A						a	
I don't know	% within column	2%	0%	1%	1%	1%	1%	1%	1%	2%	2%	1%	**
	Weighted counts	16	3	11	17	22	35	2	1	2	35	4	
	Column Comparisons												
NET: Agree	% within column	18%	14%	18%	20%	14%	18%	15%	16%	12%	19%	13%	**
	Weighted counts	157	89	131	299	210	443	34	23	10	415	95	
	Column Comparisons				b						b		
NET: Disagree	% within column	67%	73%	69%	64%	74%	68%	74%	72%	73%	67%	75%	**
	Weighted counts	581	471	510	957	1,070	1,688	174	106	65	1,488	543	
	Column Comparisons					A						a	
Effective Column n	% within column												
	Weighted counts	620	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons												
	Weighted counts	877	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons												
	Weighted counts	868	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QC4_1: Thinking about how you communicate with friends and family, how important to you is... Post		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Essential	% within column	33%	43%	25%	34%	34%	32%	31%	29%	36%	23%	31%	32%	41%	42%	32%	29%
	Weighted counts	969	555	414	172	328	152	316	425	544	97	306	305	144	117	223	253
	Column Comparisons	-	B							a		a	a	A b c	A b c		
Fairly important	% within column	41%	35%	46%	42%	41%	40%	42%	43%	40%	37%	39%	46%	38%	43%	42%	44%
	Weighted counts	1,222	451	771	210	397	190	425	621	601	153	384	434	133	118	293	378
	Column Comparisons	-		A													
Not very important	% within column	21%	17%	24%	20%	20%	21%	22%	22%	20%	29%	24%	18%	18%	12%	22%	22%
	Weighted counts	621	220	401	101	196	100	225	323	298	122	235	169	62	34	153	194
	Column Comparisons	-		A							C d E	c e					
Irrelevant	% within column	5%	4%	6%	3%	5%	7%	5%	6%	4%	11%	5%	4%	3%	2%	5%	5%
	Weighted counts	148	50	99	15	47	36	51	83	65	46	53	33	10	6	33	42
	Column Comparisons	-		a							b C D e						
NET: Important	% within column	74%	79%	70%	77%	75%	72%	73%	72%	76%	60%	71%	79%	79%	85%	73%	73%
	Weighted counts	2,190	1,006	1,184	382	725	342	741	1,046	1,144	250	690	739	277	235	516	631
	Column Comparisons	-	B							a		a	A B	A b	A B c		
NET: Unimportant	% within column	26%	21%	30%	23%	25%	28%	27%	28%	24%	40%	29%	21%	21%	15%	27%	27%
	Weighted counts	770	270	500	116	242	136	276	407	363	168	288	202	71	40	186	236
	Column Comparisons	-		A					b		b C D E	C d E	e				
Effective Column n																	
Weighted counts		2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	620
Column Comparisons																	
Unweighted base		2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	877
Weighted base		2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	868
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC4_1: Thinking about how you communicate with friends and family, how important to you is... Post		Demographics										
		SEG		Working status		UK nation				Rurality		Unkn-own
		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	
Essential	% within column	39%	32%	31%	35%	34%	27%	24%	38%	34%	29%	**
	Weighted counts	254	239	464	503	835	64	36	34	754	214	
	Column Comparisons	a b d							b c			
Fairly important	% within column	39%	40%	42%	40%	41%	42%	40%	36%	41%	42%	**
	Weighted counts	255	295	633	582	1,030	100	60	32	916	304	
	Column Comparisons											
Not very important	% within column	17%	22%	22%	20%	20%	24%	29%	19%	20%	23%	**
	Weighted counts	110	164	328	290	505	57	42	17	456	165	
	Column Comparisons							d				
Irrelevant	% within column	4%	6%	5%	5%	5%	6%	7%	7%	5%	6%	**
	Weighted counts	28	46	73	75	117	15	10	6	105	42	
	Column Comparisons											
NET: Important	% within column	79%	72%	73%	75%	75%	69%	65%	74%	75%	71%	**
	Weighted counts	509	534	1,097	1,086	1,865	164	95	66	1,670	518	
	Column Comparisons											
NET: Unimportant	% within column	21%	28%	27%	25%	25%	31%	35%	26%	25%	29%	**
	Weighted counts	138	210	401	365	622	73	52	23	561	207	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons											
	Weighted counts	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons											
	Weighted counts	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QC4_2: Thinking about how you communicate with friends and family, how important to you are... Mobile phone calls		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Essential	% within column	55%	68%	46%	56%	58%	52%	54%	53%	57%	68%	68%	56%	29%	21%	54%	56%
	Weighted counts	1,634	866	768	281	562	246	545	776	858	284	669	523	101	57	376	484
	Column Comparisons	-	B								C D E	C D E	D E				
Fairly important	% within column	33%	21%	41%	32%	28%	36%	35%	34%	31%	28%	26%	33%	44%	47%	34%	32%
	Weighted counts	963	268	694	162	272	171	358	497	466	117	256	307	153	130	239	274
	Column Comparisons	-		A			b	b					b	A B c	A B C		
Not very important	% within column	9%	8%	10%	8%	10%	9%	9%	9%	9%	4%	4%	9%	20%	22%	10%	10%
	Weighted counts	270	102	169	41	95	42	93	137	134	16	40	82	71	61	68	88
	Column Comparisons	-											a B	A B C	A B C		
Irrelevant	% within column	3%	3%	3%	3%	4%	4%	2%	3%	3%	0%	1%	3%	7%	10%	3%	3%
	Weighted counts	93	40	53	14	38	19	21	43	50	2	13	28	23	27	19	22
	Column Comparisons	-											a	A B c	A B C		
NET: Important	% within column	88%	89%	87%	89%	86%	87%	89%	88%	88%	96%	95%	88%	73%	68%	88%	87%
	Weighted counts	2,597	1,134	1,463	443	834	417	903	1,273	1,324	401	924	831	254	187	615	758
	Column Comparisons	-									C D E	C D E	D E				
NET: Unimportant	% within column	12%	11%	13%	11%	14%	13%	11%	12%	12%	4%	5%	12%	27%	32%	12%	13%
	Weighted counts	363	141	222	55	133	61	114	180	183	18	54	110	94	88	87	110
	Column Comparisons	-											A B	A B C	A B C		
Effective Column n	% within column																
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	620
Unweighted base	Column Comparisons																
	Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	877
Weighted base	Column Comparisons																
	Weighted counts	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	868
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC4_2: Thinking about how you communicate with friends and family, how important to you are... Mobile phone calls		Demographics										
		SEG		Working status		UK nation				Rurality		Unkn-own
		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	
Essential	% within column	55%	56%	65%	45%	55%	51%	56%	66%	58%	46%	**
	Weighted counts	356	418	968	660	1,372	121	83	58	1,299	333	
	Column Comparisons			B					b	B		
Fairly important	% within column	32%	33%	29%	37%	32%	38%	30%	31%	31%	38%	**
	Weighted counts	204	246	429	530	801	90	45	27	682	278	
	Column Comparisons				A						a	
Not very important	% within column	9%	7%	5%	13%	9%	9%	9%	2%	8%	12%	**
	Weighted counts	60	55	82	186	234	21	13	2	180	90	
	Column Comparisons				A		d	d			a	
Irrelevant	% within column	4%	3%	1%	5%	3%	2%	5%	1%	3%	3%	**
	Weighted counts	26	25	18	74	80	4	7	1	69	24	
	Column Comparisons				A							
NET: Important	% within column	87%	89%	93%	82%	87%	89%	86%	97%	89%	84%	**
	Weighted counts	560	664	1,397	1,190	2,173	211	127	86	1,982	611	
	Column Comparisons			B					b C	b		
NET: Unimportant	% within column	13%	11%	7%	18%	13%	11%	14%	3%	11%	16%	**
	Weighted counts	86	80	101	261	315	25	20	3	249	114	
	Column Comparisons				A		d	D			a	
Effective Column n	% within column											
	Weighted counts	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons											
	Weighted counts	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons											
	Weighted counts	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QC4_3: Thinking about how you communicate with friends and family, how important to you are... Landline calls		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Essential	% within column	34%	35%	33%	38%	37%	34%	29%	30%	38%	17%	24%	37%	52%	58%	37%	31%
	Weighted counts	998	445	552	189	358	161	290	432	566	73	233	352	181	159	259	270
	Column Comparisons	-			d	d				A		a	A B	A B C	A B C		
Fairly important	% within column	33%	26%	37%	30%	32%	31%	36%	36%	29%	28%	30%	36%	35%	35%	33%	35%
	Weighted counts	967	338	629	152	306	147	363	525	442	118	290	340	122	97	234	300
	Column Comparisons	-		A					b								
Not very important	% within column	22%	24%	21%	22%	20%	22%	25%	22%	23%	33%	30%	19%	11%	5%	19%	23%
	Weighted counts	664	307	357	110	191	106	258	319	345	140	295	179	37	14	134	197
	Column Comparisons	-									C D E	C D E	d E	e			
Irrelevant	% within column	11%	15%	9%	9%	12%	13%	10%	12%	10%	21%	16%	7%	2%	2%	11%	12%
	Weighted counts	331	186	145	47	113	64	107	176	155	88	160	70	8	5	75	100
	Column Comparisons	-	B								C D E	C D E	d e				
NET: Important	% within column	66%	61%	70%	68%	69%	64%	64%	66%	67%	45%	54%	74%	87%	93%	70%	66%
	Weighted counts	1,965	783	1,182	341	663	308	653	957	1,008	190	523	693	303	256	492	571
	Column Comparisons	-		A								a	A B	A B C	A B C d		
NET: Unimportant	% within column	34%	39%	30%	32%	31%	36%	36%	34%	33%	55%	46%	26%	13%	7%	30%	34%
	Weighted counts	995	493	503	157	304	170	364	496	500	228	455	248	45	19	209	297
	Column Comparisons	-	B								b C D E	C D E	D E	e			
Effective Column n																	
Unweighted base	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	620
	Column Comparisons																
Unweighted base		2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	877
Weighted base		2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	868
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QC4_3: Thinking about how you communicate with friends and family, how important to you are... Landline calls		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	Unkn-own
Essential	% within column	36%	32%	28%	39%	34%	27%	34%	35%	32%	39%	**
	Weighted counts	230	238	424	570	853	63	51	31	715	282	
	Column Comparisons				A						a	
Fairly important	% within column	32%	31%	32%	33%	32%	35%	33%	35%	32%	35%	**
	Weighted counts	206	227	480	483	803	83	49	31	712	253	
	Column Comparisons											
Not very important	% within column	23%	25%	27%	18%	22%	25%	22%	21%	23%	19%	**
	Weighted counts	147	186	399	261	554	58	33	19	524	141	
	Column Comparisons			B								
Irrelevant	% within column	10%	12%	13%	9%	11%	14%	10%	8%	13%	7%	**
	Weighted counts	63	92	195	136	277	32	15	7	280	49	
	Column Comparisons			b						B		
NET: Important	% within column	67%	63%	60%	73%	67%	62%	68%	71%	64%	74%	**
	Weighted counts	436	466	904	1,053	1,656	146	100	63	1,427	535	
	Column Comparisons				A						A	
NET: Unimportant	% within column	33%	37%	40%	27%	33%	38%	32%	29%	36%	26%	**
	Weighted counts	210	278	594	397	831	91	48	26	804	190	
	Column Comparisons			B						B		
Effective Column n	% within column											
	Weighted counts	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons											
	Weighted counts	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons											
	Weighted counts	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QC4_4: Thinking about how you communicate with friends and family, how important to you are... Text messages		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Essential	% within column	47%	56%	40%	48%	48%	47%	46%	42%	52%	67%	60%	43%	19%	16%	47%	49%
	Weighted counts	1,391	713	677	239	464	223	464	613	778	281	591	407	68	44	328	428
	Column Comparisons	-	B						A		C D E	C D E	D E				
Fairly important	% within column	36%	27%	44%	37%	33%	36%	40%	40%	33%	29%	32%	43%	39%	39%	37%	35%
	Weighted counts	1,079	345	733	185	320	170	404	583	496	121	314	401	137	106	258	306
	Column Comparisons	-		A					B				A B	a			
Not very important	% within column	11%	10%	12%	11%	11%	12%	10%	12%	11%	3%	6%	10%	27%	24%	12%	10%
	Weighted counts	326	130	196	54	111	56	105	167	159	13	61	95	93	65	86	89
	Column Comparisons	-											A b	A B C	A B C		
Irrelevant	% within column	6%	7%	5%	4%	7%	6%	4%	6%	5%	1%	1%	4%	15%	22%	4%	5%
	Weighted counts	165	87	77	20	72	28	45	90	75	4	12	38	51	60	30	46
	Column Comparisons	-	b										a b	A B C	A B C		
NET: Important	% within column	83%	83%	84%	85%	81%	82%	85%	82%	84%	96%	93%	86%	59%	54%	83%	85%
	Weighted counts	2,469	1,059	1,411	424	784	393	868	1,196	1,274	402	905	808	205	150	586	734
	Column Comparisons	-									C D E	C D E	D E				
NET: Unimportant	% within column	17%	17%	16%	15%	19%	18%	15%	18%	16%	4%	7%	14%	41%	46%	17%	15%
	Weighted counts	491	217	274	74	183	85	149	257	234	17	73	133	143	125	116	134
	Column Comparisons	-											A B	A B C	A B C		
Effective Column n	% within column																
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	620
Unweighted base	% within column																
	Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	877
Weighted base	% within column																
	Weighted counts	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	868
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC4_4: Thinking about how you communicate with friends and family, how important to you are... Text messages		Demographics										
		SEG		Working status		UK nation				Rurality		Unkn-own
		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	
Essential	% within column	45%	46%	55%	38%	46%	47%	52%	53%	50%	39%	**
	Weighted counts	291	344	829	557	1,157	110	77	47	1,108	280	
	Column Comparisons			B						B		
Fairly important	% within column	39%	36%	37%	36%	37%	37%	29%	40%	34%	43%	**
	Weighted counts	251	264	547	526	913	87	43	35	769	308	
	Column Comparisons								c		a	
Not very important	% within column	10%	12%	6%	16%	12%	10%	9%	4%	10%	13%	**
	Weighted counts	64	87	95	229	286	23	13	4	229	97	
	Column Comparisons				A							
Irrelevant	% within column	6%	6%	2%	10%	5%	7%	10%	3%	6%	5%	**
	Weighted counts	41	48	26	138	131	16	15	3	125	40	
	Column Comparisons				A			d				
NET: Important	% within column	84%	82%	92%	75%	83%	84%	81%	93%	84%	81%	**
	Weighted counts	541	609	1,377	1,083	2,070	198	120	82	1,877	588	
	Column Comparisons			B					b C			
NET: Unimportant	% within column	16%	18%	8%	25%	17%	16%	19%	7%	16%	19%	**
	Weighted counts	105	135	121	368	418	39	28	6	354	137	
	Column Comparisons				A		d	D				
Effective Column n	% within column											
	Weighted counts	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons											
	Weighted counts	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons											
	Weighted counts	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
QC4_5: Thinking about how you communicate with friends and family, how important to you is... Email		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Essential	% within column	42%	49%	36%	42%	44%	41%	39%	41%	42%	48%	49%	39%	31%	27%	51%
	Weighted counts	1,232	630	602	210	426	198	399	598	635	202	483	365	108	74	359
	Column Comparisons	-	B								c D E	C D E	d e			C D
Fairly important	% within column	36%	24%	46%	39%	32%	38%	38%	38%	35%	33%	34%	39%	38%	40%	37%
	Weighted counts	1,077	305	771	196	313	182	385	555	521	136	333	366	131	111	258
	Column Comparisons	-		A												
Not very important	% within column	16%	16%	16%	15%	15%	15%	18%	16%	16%	16%	14%	17%	22%	10%	9%
	Weighted counts	474	204	270	75	148	71	180	226	249	65	142	161	78	28	63
	Column Comparisons	-												b e		
Irrelevant	% within column	6%	11%	2%	3%	8%	6%	5%	5%	7%	4%	2%	5%	9%	22%	3%
	Weighted counts	177	136	41	17	80	27	53	74	103	15	20	48	32	62	22
	Column Comparisons	-	B			a							b	a B c	A B C D	
NET: Important	% within column	78%	73%	82%	81%	76%	79%	77%	79%	77%	81%	83%	78%	69%	67%	88%
	Weighted counts	2,309	935	1,374	406	739	380	784	1,153	1,156	338	816	731	239	185	617
	Column Comparisons	-		A							d e	c D E	d e			B C D
NET: Unimportant	% within column	22%	27%	18%	19%	24%	21%	23%	21%	23%	19%	17%	22%	31%	33%	12%
	Weighted counts	651	341	311	92	228	98	233	299	352	80	162	210	109	90	85
	Column Comparisons	-	B										b	a B c	a B c	
Effective Column n	% within column															
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483
Unweighted base	% within column															
	Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683
Weighted base	% within column															
	Weighted counts	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
QC4_5: Thinking about how you communicate with friends and family, how important to you is... Email		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn-own
Essential	% within column	46%	37%	32%	48%	35%	43%	35%	39%	35%	42%	39%	**
	Weighted counts	395	242	236	718	507	1,060	84	57	31	945	286	
	Column Comparisons	c D			B								
Fairly important	% within column	34%	39%	37%	36%	37%	36%	40%	35%	41%	36%	38%	**
	Weighted counts	291	254	274	537	537	894	95	51	36	796	279	
	Column Comparisons												
Not very important	% within column	16%	17%	22%	13%	19%	16%	18%	16%	15%	15%	18%	**
	Weighted counts	135	110	167	202	270	396	41	24	14	343	128	
	Column Comparisons	a	A	A b c		a							
Irrelevant	% within column	5%	6%	9%	3%	9%	6%	7%	11%	8%	7%	4%	**
	Weighted counts	47	41	67	41	136	138	16	16	7	146	31	
	Column Comparisons		a	A b		A							
NET: Important	% within column	79%	77%	69%	84%	72%	79%	76%	73%	77%	78%	78%	**
	Weighted counts	686	496	510	1,255	1,045	1,954	179	108	68	1,741	565	
	Column Comparisons	D	d		B								
NET: Unimportant	% within column	21%	23%	31%	16%	28%	21%	24%	27%	23%	22%	22%	**
	Weighted counts	182	151	234	243	406	534	57	39	21	489	160	
	Column Comparisons	A	A	A B c		A							
Effective Column n	% within column												
	Weighted counts	620	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons												
	Weighted counts	877	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons												
	Weighted counts	868	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QC4_6: Thinking about how you communicate with friends and family, how important to you is... Social media		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Essential	% within column	27%	32%	23%	27%	29%	24%	27%	24%	30%	56%	39%	17%	6%	2%	26%
	Weighted counts	799	406	393	132	280	115	272	348	451	235	381	157	20	6	180
	Column Comparisons	-	B							a	B C D E	C D E	D E			
Fairly important	% within column	29%	24%	33%	26%	27%	31%	32%	29%	29%	32%	36%	30%	13%	18%	27%
	Weighted counts	865	310	555	132	259	150	324	421	444	136	354	282	45	49	192
	Column Comparisons	-		A							D E	c D E	D e			
Not very important	% within column	23%	23%	24%	28%	23%	23%	22%	24%	23%	9%	18%	30%	37%	27%	25%
	Weighted counts	692	294	397	138	224	111	220	352	340	36	175	279	128	73	178
	Column Comparisons	-										A	A B	A B c e	A b	
Irrelevant	% within column	20%	21%	20%	19%	21%	21%	20%	23%	18%	3%	7%	24%	44%	53%	22%
	Weighted counts	605	265	339	97	205	102	201	332	273	12	69	222	155	147	153
	Column Comparisons	-							b			a	A B	A B C	A B C	
NET: Important	% within column	56%	56%	56%	53%	56%	56%	59%	53%	59%	89%	75%	47%	19%	20%	53%
	Weighted counts	1,664	716	948	264	539	265	596	769	895	371	734	439	65	55	372
	Column Comparisons	-								a	B C D E	C D E	D E			
NET: Unimportant	% within column	44%	44%	44%	47%	44%	44%	41%	47%	41%	11%	25%	53%	81%	80%	47%
	Weighted counts	1,296	560	737	234	428	213	421	684	612	48	243	502	283	220	330
	Column Comparisons	-							b			A	A B	A B C	A B C	
Effective Column n	% within column															
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483
Unweighted base	Column Comparisons															
	Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683
Weighted base	Column Comparisons															
	Weighted counts	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC4_6: Thinking about how you communicate with friends and family, how important to you is... Social media		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn-own
Essential	% within column	29%	25%	29%	32%	22%	26%	28%	31%	33%	29%	22%	**
	Weighted counts	248	159	212	481	315	656	67	46	29	641	157	
	Column Comparisons				B						b		
Fairly important	% within column	29%	33%	28%	35%	24%	29%	30%	26%	30%	29%	29%	**
	Weighted counts	256	210	207	520	342	729	71	38	27	657	207	
	Column Comparisons				B								
Not very important	% within column	22%	23%	23%	21%	25%	24%	24%	22%	20%	22%	27%	**
	Weighted counts	193	149	172	322	365	586	56	32	17	492	199	
	Column Comparisons				a							a	
Irrelevant	% within column	20%	20%	21%	12%	30%	21%	18%	21%	17%	20%	22%	**
	Weighted counts	171	128	153	176	429	516	43	31	15	440	162	
	Column Comparisons				A								
NET: Important	% within column	58%	57%	56%	67%	45%	56%	58%	57%	64%	58%	50%	**
	Weighted counts	504	369	420	1,001	657	1,385	138	85	56	1,298	364	
	Column Comparisons				B						b		
NET: Unimportant	% within column	42%	43%	44%	33%	55%	44%	42%	43%	36%	42%	50%	**
	Weighted counts	364	278	324	497	793	1,102	99	63	32	932	361	
	Column Comparisons				A							a	
Effective Column n	% within column												
	Weighted counts	620	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
	Column Comparisons												
Unweighted base		877	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base		868	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QC4_7: Thinking about how you communicate with friends and family, how important to you is... Video calling		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Essential	% within column	17%	21%	14%	22%	17%	13%	18%	16%	19%	31%	23%	12%	7%	6%	21%	18%
	Weighted counts	516	272	244	109	160	64	183	229	287	130	229	116	26	15	149	153
	Column Comparisons	-	B		c						b C D E	C D E	d e				
Fairly important	% within column	27%	25%	28%	24%	26%	29%	28%	26%	27%	36%	34%	23%	15%	15%	31%	28%
	Weighted counts	795	318	478	119	250	138	289	382	413	152	331	220	51	41	219	243
	Column Comparisons	-									C D E	C D E	d e			D	d
Not very important	% within column	31%	27%	34%	30%	33%	32%	30%	31%	31%	25%	30%	36%	28%	32%	27%	31%
	Weighted counts	925	349	576	150	317	152	306	456	469	106	289	342	99	89	192	273
	Column Comparisons	-		A									a b				
Irrelevant	% within column	24%	26%	23%	24%	25%	26%	23%	26%	23%	7%	13%	28%	50%	47%	20%	23%
	Weighted counts	724	338	386	120	240	125	239	385	339	30	129	263	173	129	142	198
	Column Comparisons	-							b			a	A B	A B C	A B C		
NET: Important	% within column	44%	46%	43%	46%	42%	42%	46%	42%	46%	68%	57%	36%	22%	21%	52%	46%
	Weighted counts	1,311	589	722	228	410	202	472	611	700	283	560	336	76	57	368	396
	Column Comparisons	-							a		b C D E	C D E	D E			b c D	D
NET: Unimportant	% within column	56%	54%	57%	54%	58%	58%	54%	58%	54%	32%	43%	64%	78%	79%	48%	54%
	Weighted counts	1,649	687	963	271	557	276	545	841	808	136	418	605	272	218	334	472
	Column Comparisons	-							b			a	A B	A B C	A B C		a
Effective Column n	% within column																
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	620
Unweighted base	% within column																
	Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	877
Weighted base		2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	868
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC4_7: Thinking about how you communicate with friends and family, how important to you is... Video calling		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Essential	% within column	15%	16%	21%	14%	17%	19%	18%	23%	18%	15%	**
	Weighted counts	98	116	317	196	425	44	26	20	411	105	
	Column Comparisons			B								
Fairly important	% within column	28%	20%	33%	21%	27%	28%	27%	28%	27%	25%	**
	Weighted counts	184	149	487	308	665	66	40	25	612	181	
	Column Comparisons	d		B								
Not very important	% within column	31%	35%	31%	32%	31%	32%	34%	29%	30%	34%	**
	Weighted counts	201	259	459	459	773	76	50	26	676	249	
	Column Comparisons											
Irrelevant	% within column	25%	30%	16%	34%	25%	21%	21%	20%	24%	26%	**
	Weighted counts	164	220	235	488	625	50	32	18	531	190	
	Column Comparisons		a b		A							
NET: Important	% within column	44%	36%	54%	35%	44%	47%	45%	50%	46%	39%	**
	Weighted counts	282	265	804	504	1,090	110	66	45	1,023	286	
	Column Comparisons	d		B						b		
NET: Unimportant	% within column	56%	64%	46%	65%	56%	53%	55%	50%	54%	61%	**
	Weighted counts	365	479	694	947	1,397	126	82	44	1,208	439	
	Column Comparisons	a	A B c		A						a	
Effective Column n	% within column											
	Weighted counts	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons											
	Weighted counts	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons											
	Weighted counts	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QC4_8: Thinking about how you communicate with friends and family, how important to you is... Instant messaging		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Essential	% within column	35%	39%	33%	37%	34%	34%	37%	32%	39%	61%	52%	25%	9%	7%	37%	38%
	Weighted counts	1,047	499	548	183	329	163	372	460	588	255	506	237	31	19	262	328
	Column Comparisons	-	b						A		b C D E	C D E	D E				
Fairly important	% within column	27%	24%	29%	26%	26%	27%	28%	28%	26%	28%	33%	29%	15%	12%	28%	28%
	Weighted counts	793	307	486	128	249	127	289	406	387	117	322	271	51	32	199	241
	Column Comparisons	-		a							D E	D E	D E				
Not very important	% within column	19%	18%	19%	20%	19%	20%	17%	18%	19%	9%	10%	25%	30%	29%	15%	18%
	Weighted counts	556	227	328	98	186	96	176	264	292	39	100	233	103	81	106	155
	Column Comparisons	-											A B	A B	A B		
Irrelevant	% within column	19%	19%	19%	18%	21%	19%	18%	22%	16%	2%	5%	21%	47%	52%	19%	17%
	Weighted counts	564	243	321	89	204	91	180	323	241	7	51	199	163	144	136	144
	Column Comparisons	-							B			a	A B	A B C	A B C		
NET: Important	% within column	62%	63%	61%	62%	60%	61%	65%	60%	65%	89%	85%	54%	24%	18%	66%	66%
	Weighted counts	1,841	806	1,035	311	578	291	661	866	975	372	827	509	82	51	461	569
	Column Comparisons	-								a	C D E	C D E	D E			c d	c d
NET: Unimportant	% within column	38%	37%	39%	38%	40%	39%	35%	40%	35%	11%	15%	46%	76%	82%	34%	34%
	Weighted counts	1,119	470	650	187	389	187	356	587	533	46	151	432	266	224	241	299
	Column Comparisons	-							b				A B	A B C	A B C		
Effective Column n	% within column																
	Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	620
Unweighted base	% within column																
	Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	877
Weighted base	% within column																
	Weighted counts	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	868
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC4_8: Thinking about how you communicate with friends and family, how important to you is... Instant messaging		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Essential	% within column	31%	34%	44%	26%	35%	40%	33%	42%	38%	28%	**
	Weighted counts	204	254	659	384	867	94	48	38	843	201	
	Column Comparisons			B						B		
Fairly important	% within column	27%	24%	30%	23%	27%	24%	26%	27%	27%	28%	**
	Weighted counts	173	181	453	339	673	58	39	24	593	200	
	Column Comparisons			B								
Not very important	% within column	22%	20%	16%	21%	19%	21%	16%	18%	18%	22%	**
	Weighted counts	142	152	243	306	466	49	24	16	393	162	
	Column Comparisons	a			a							
Irrelevant	% within column	20%	21%	9%	29%	19%	15%	25%	12%	18%	22%	**
	Weighted counts	128	157	142	421	481	36	36	11	402	162	
	Column Comparisons				A			b D				
NET: Important	% within column	58%	59%	74%	50%	62%	64%	59%	70%	64%	55%	**
	Weighted counts	376	435	1,113	723	1,540	152	87	62	1,436	401	
	Column Comparisons			B						B		
NET: Unimportant	% within column	42%	41%	26%	50%	38%	36%	41%	30%	36%	45%	**
	Weighted counts	270	309	386	728	947	84	61	27	795	324	
	Column Comparisons	a b	a b		A						A	
Effective Column n	% within column											
	Weighted counts	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
	Column Comparisons											
Unweighted base		594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base		646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC4_9: Thinking about how you communicate with friends and family, how important to you are... Other ways of communicating over the internet

Essential

Fairly important

Not very important

Irrelevant

NET: Important

NET: Unimportant

Effective Column n

Unweighted base

Weighted base

Columns

			Demographics													
Methodology			Quarter				Gender		Age					SEG		
			Q1	Q2	Q3	Q4			16-24	25-44	45-64	65-74	75+			
Total	CAPI	Online	2017	2017	2017	2017	Male	Female	years	years	years	years	years	AB	C1	
13%	14%	13%	16%	13%	10%	14%	12%	15%	25%	19%	10%	3%	2%	17%	13%	
396	183	213	78	130	46	142	175	221	106	181	93	10	6	118	109	
-									b C D E	C D E	D E			d		
33%	24%	39%	34%	33%	30%	34%	34%	32%	43%	40%	30%	20%	20%	32%	34%	
974	310	663	168	316	142	348	491	483	181	388	280	69	56	225	299	
-		A							C D E	C D E	d e					
32%	30%	33%	31%	32%	37%	29%	34%	30%	19%	30%	37%	38%	31%	30%	32%	
938	384	555	154	309	176	299	490	449	81	295	344	132	86	212	278	
-										A	A b	A b	a			
22%	31%	15%	20%	22%	24%	22%	20%	24%	12%	12%	24%	39%	46%	21%	21%	
652	399	253	99	212	113	228	297	355	50	114	224	137	127	146	182	
-	B										A B	A B C	A B C			
46%	39%	52%	49%	46%	39%	48%	46%	47%	69%	58%	40%	23%	22%	49%	47%	
1,370	493	877	245	445	189	490	665	704	287	569	373	79	61	344	408	
-		A	c			c			b C D E	C D E	D E					
54%	61%	48%	51%	54%	61%	52%	54%	53%	31%	42%	60%	77%	78%	51%	53%	
1,591	783	808	253	522	289	527	787	804	132	408	568	269	214	358	460	
-	B				a d					a	A B	A B C	A B C			
2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483	620	
2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683	877	
2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702	868	
A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QC4_9: Thinking about how you communicate with friends and family, how important to you are... Other ways of communicating over the internet		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Essential	% within column	14%	11%	16%	11%	14%	11%	10%	17%	14%	13%	**
	Weighted counts	87	82	236	157	339	27	15	15	301	94	
	Column Comparisons			b								
Fairly important	% within column	34%	31%	37%	29%	33%	30%	33%	34%	33%	33%	**
	Weighted counts	222	228	553	417	824	71	49	30	735	239	
	Column Comparisons			B								
Not very important	% within column	30%	34%	32%	32%	31%	35%	33%	32%	31%	34%	**
	Weighted counts	197	251	475	458	778	84	49	28	688	248	
	Column Comparisons											
Irrelevant	% within column	22%	25%	16%	29%	22%	23%	23%	18%	23%	20%	**
	Weighted counts	141	183	233	418	547	55	35	16	506	144	
	Column Comparisons			A								
NET: Important	% within column	48%	42%	53%	40%	47%	41%	44%	51%	46%	46%	**
	Weighted counts	309	309	789	574	1,163	98	64	45	1,036	333	
	Column Comparisons			B								
NET: Unimportant	% within column	52%	58%	47%	60%	53%	59%	56%	49%	54%	54%	**
	Weighted counts	338	435	709	876	1,325	139	83	44	1,195	392	
	Column Comparisons			A								
Effective Column n	% within column											
	Weighted counts	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
Unweighted base	Column Comparisons											
	Weighted counts	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	Column Comparisons											
	Weighted counts	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 2 of 2

Section D: Volume and Use of Postal Services - Sending

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QD1_1: Items sent in the last month...		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Invitations/ greetings cards/ postcards	% within column	51%	57%	46%	47%	52%	53%	50%	56%	45%	66%	56%	48%	37%	32%	41%
None	Weighted counts	2,978	1,445	1,533	690	762	761	764	1,620	1,358	548	1,086	912	254	178	571
	Column Comparisons	-	B			a	a		B		B C D E	C D E	D E			
	% within column	26%	21%	31%	25%	29%	28%	24%	24%	28%	23%	26%	28%	27%	27%	29%
1 or 2	Weighted counts	1,558	528	1,030	368	419	404	368	702	856	191	511	526	182	148	407
	Column Comparisons	-		A						a						D
	% within column	9%	9%	10%	8%	10%	11%	9%	7%	12%	4%	7%	9%	16%	18%	11%
3 or 4	Weighted counts	558	229	329	121	147	151	139	210	348	32	138	178	107	102	157
	Column Comparisons	-								A		a	A b	A B C	A B C	D
	% within column	8%	8%	8%	9%	7%	5%	10%	7%	9%	6%	7%	8%	10%	13%	9%
5 to 10	Weighted counts	476	193	283	135	107	73	161	212	264	45	139	147	71	73	128
	Column Comparisons	-			C			b C						a	A B c	
	% within column	3%	3%	3%	5%	1%	1%	3%	2%	3%	1%	2%	3%	5%	3%	4%
11 to 20	Weighted counts	157	68	89	76	12	17	52	66	92	7	40	59	33	19	53
	Column Comparisons	-			B C			B c					a	A b	a	
	% within column	3%	3%	3%	6%	1%	1%	3%	3%	3%	0%	2%	3%	5%	6%	5%
21+	Weighted counts	168	72	96	88	10	18	51	79	89	2	31	64	37	34	74
	Column Comparisons	-			B C d			B c				a	A b	A B	A B c	B c D
	% within column	49%	43%	54%	53%	48%	47%	50%	44%	55%	34%	44%	52%	63%	68%	59%
NET: Any sent	Weighted counts	2,917	1,090	1,828	788	695	664	771	1,269	1,649	278	860	974	430	376	819
	Column Comparisons	-		A	b c				A			A	A B	A B C	A B C	B C D
	% within column															
Effective Column n	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973
	Column Comparisons															
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation			Rurality			
		C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown
QD1_1: Items sent in the last month...													
Invitations/ greetings cards/ postcards		49%	50%	61%	53%	48%	50%	49%	51%	63%	52%	46%	**
None		852	637	917	1,618	1,342	2,484	231	151	111	2,280	688	
Column Comparisons		A	A	A B C	B					a B C	b		
1 or 2		28%	27%	22%	28%	25%	27%	26%	24%	19%	26%	27%	**
Weighted counts		479	338	334	844	704	1,327	125	71	34	1,150	404	
Column Comparisons		d	d										
3 or 4		11%	9%	7%	7%	12%	9%	11%	10%	6%	9%	11%	**
Weighted counts		182	119	101	225	331	466	52	30	11	396	162	
Column Comparisons		d				A							
5 to 10		8%	8%	6%	8%	8%	8%	7%	9%	6%	8%	10%	**
Weighted counts		146	105	96	240	232	408	32	25	11	330	145	
Column Comparisons													
11 to 20		2%	3%	2%	2%	3%	3%	3%	3%	2%	3%	2%	**
Weighted counts		39	32	34	63	94	133	12	8	4	122	36	
Column Comparisons						a							
21+		2%	3%	2%	2%	4%	3%	4%	3%	3%	3%	4%	**
Weighted counts		37	34	23	56	112	134	19	9	5	114	54	
Column Comparisons						A							
NET: Any sent		51%	50%	39%	47%	52%	50%	51%	49%	37%	48%	54%	**
Weighted counts		882	628	588	1,429	1,473	2,468	240	144	65	2,112	801	
Column Comparisons		D	D			A	d	D	D			a	
Effective Column n		1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base		1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QD1_2: Items sent in the last month...		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Personal letters	% within column	72%	81%	64%	71%	71%	71%	73%	71%	72%	75%	71%	73%	70%	65%	66%	73%
	Weighted counts	4,215	2,062	2,153	1,047	1,032	1,011	1,126	2,049	2,166	618	1,381	1,374	480	362	918	1,268
	Column Comparisons	-	B								e		e				A
None	% within column	21%	13%	26%	20%	22%	20%	20%	20%	21%	19%	20%	20%	23%	26%	23%	21%
	Weighted counts	1,220	338	882	298	319	289	314	579	641	155	387	378	157	144	322	362
	Column Comparisons	-		A											a b c		
1 or 2	% within column	4%	3%	5%	4%	4%	4%	4%	4%	3%	3%	4%	4%	5%	4%	6%	3%
	Weighted counts	233	68	165	63	55	61	54	129	105	27	75	71	37	24	81	53
	Column Comparisons	-		A												b d	
3 or 4	% within column	3%	2%	4%	4%	3%	4%	2%	4%	3%	2%	5%	3%	1%	4%	4%	2%
	Weighted counts	191	59	132	62	44	51	34	107	85	19	90	53	10	20	54	41
	Column Comparisons	-		a	d							a c d					
5 to 10	% within column	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%	1%	0%
	Weighted counts	24	6	18	5	5	9	6	16	8	3	9	8	1	3	9	8
	Column Comparisons	-															
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
	Weighted counts	11	2	10	3	2	5	2	9	3	4	3	3	0	1	5	3
	Column Comparisons	-															
21+	% within column	28%	19%	36%	29%	29%	29%	27%	29%	28%	25%	29%	27%	30%	35%	34%	27%
	Weighted counts	1,680	473	1,207	431	425	414	409	839	841	208	564	513	204	192	472	466
	Column Comparisons	-		A											a c	B c D	
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Unweighted base	% within column																
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base	% within column																
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
						NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QD1_2: Items sent in the last month...		C2	DE	Work- ing	Not working							Unkn- own
	Personal letters											
None	% within column	71%	75%	71%	73%	71%	70%	72%	80%	72%	70%	**
	Weighted counts	904	1,125	2,149	2,048	3,531	331	213	141	3,168	1,036	
	Column Comparisons	a	A						b c			
1 or 2	% within column	20%	18%	21%	20%	21%	22%	20%	15%	20%	22%	**
	Weighted counts	258	278	647	569	1,031	105	58	26	888	331	
	Column Comparisons						d					
3 or 4	% within column	4%	3%	4%	4%	4%	5%	5%	3%	4%	5%	**
	Weighted counts	47	51	124	107	190	23	15	6	165	68	
	Column Comparisons											
5 to 10	% within column	4%	3%	3%	3%	3%	2%	3%	2%	3%	3%	**
	Weighted counts	50	47	106	79	169	11	8	3	143	46	
	Column Comparisons											
11 to 20	% within column	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	5	2	16	8	22	1	0	1	20	4	
	Column Comparisons											
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	3	6	5	10	1	0	0	8	3	
	Column Comparisons											
NET: Any sent	% within column	29%	25%	29%	27%	29%	30%	28%	20%	28%	30%	**
	Weighted counts	361	381	898	768	1,421	141	82	36	1,224	452	
	Column Comparisons						d	d				
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
QD1_3: Items sent in the last month...		Methodology			Quarter				Gender		Age					SEG	
Formal letters to organisations or individuals		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
None	% within column	56%	65%	50%	58%	55%	55%	57%	55%	58%	61%	52%	55%	60%	64%	48%	58%
	Weighted counts	3,322	1,644	1,678	860	804	781	877	1,589	1,733	505	1,016	1,036	411	354	668	1,014
	Column Comparisons	-	B								B c			b	B c		A
1 or 2	% within column	30%	24%	35%	29%	33%	30%	29%	31%	30%	27%	33%	32%	27%	27%	34%	30%
	Weighted counts	1,793	608	1,185	425	483	432	452	900	893	220	639	597	186	151	473	529
	Column Comparisons	-		A												D	d
3 or 4	% within column	7%	7%	8%	7%	7%	9%	7%	8%	7%	7%	8%	8%	7%	5%	9%	7%
	Weighted counts	441	167	274	110	97	127	106	218	223	55	156	150	50	30	132	122
	Column Comparisons	-														c	
5 to 10	% within column	5%	4%	5%	5%	4%	5%	5%	5%	4%	5%	6%	4%	5%	3%	6%	3%
	Weighted counts	275	91	184	67	60	68	80	141	134	40	108	78	31	18	86	58
	Column Comparisons	-		a												b	
11 to 20	% within column	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	0%
	Weighted counts	45	20	25	11	5	14	15	28	17	2	17	19	6	1	21	8
	Column Comparisons	-															
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	Weighted counts	20	5	15	5	7	3	4	12	8	3	9	6	0	1	10	3
	Column Comparisons	-															
NET: Any sent	% within column	44%	35%	50%	42%	45%	45%	43%	45%	42%	39%	48%	45%	40%	36%	52%	42%
	Weighted counts	2,573	891	1,682	618	653	644	658	1,300	1,273	321	929	850	273	200	722	721
	Column Comparisons	-		A								A d E	a e			B C D	
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Unweighted base	% within column																
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base	% within column																
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation			Rurality			
QD1_3: Items sent in the last month... Formal letters to organisations or individuals		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
None	% within column	57%	61%	53%	60%	56%	57%	56%	65%	57%	55%	**
	Weighted counts	715	925	1,606	1,701	2,775	268	164	115	2,498	815	
	Column Comparisons	A	A c		A				b c			
1 or 2	% within column	32%	26%	33%	28%	31%	30%	33%	23%	30%	32%	**
	Weighted counts	404	388	1,000	780	1,515	140	97	40	1,312	475	
	Column Comparisons	d		B				d				
3 or 4	% within column	6%	7%	8%	7%	8%	8%	5%	6%	8%	7%	**
	Weighted counts	76	110	246	193	377	38	15	11	337	104	
	Column Comparisons											
5 to 10	% within column	5%	5%	5%	4%	5%	4%	5%	5%	4%	5%	**
	Weighted counts	60	71	150	121	233	19	14	9	197	78	
	Column Comparisons											
11 to 20	% within column	1%	0%	1%	1%	1%	1%	0%	0%	1%	1%	**
	Weighted counts	9	7	30	15	37	6	1	0	32	13	
	Column Comparisons											
21+	% within column	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	**
	Weighted counts	1	5	15	5	16	1	3	0	16	4	
	Column Comparisons											
NET: Any sent	% within column	43%	39%	47%	40%	44%	43%	44%	35%	43%	45%	**
	Weighted counts	549	581	1,441	1,114	2,177	203	131	61	1,894	674	
	Column Comparisons	d		B			d	d				
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QD1_4: Items sent in the last month...		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Payments for bills/ invoices/ statements		71%	72%	71%	72%	69%	73%	72%	69%	74%	71%	69%	74%	74%	71%	68%	72%
None		4,204	1,830	2,374	1,063	1,008	1,035	1,099	1,992	2,213	582	1,337	1,390	504	391	949	1,257
		Column Comparisons															
		-															
		A															
1 or 2		21%	21%	20%	22%	21%	20%	20%	22%	19%	20%	22%	19%	21%	21%	21%	20%
		1,220	544	676	318	311	285	305	634	586	165	431	361	145	118	294	349
		Column Comparisons															
		-															
3 or 4		5%	5%	5%	4%	7%	4%	5%	6%	5%	5%	5%	5%	4%	7%	6%	5%
		302	139	164	62	98	64	79	162	141	44	106	89	27	37	80	94
		Column Comparisons															
		-															
5 to 10		2%	1%	4%	2%	2%	2%	3%	3%	2%	3%	3%	2%	1%	1%	4%	2%
		142	16	126	30	34	32	46	80	62	27	60	40	8	7	51	32
		Column Comparisons															
		-															
		A															
11 to 20		0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%
		19	6	13	5	4	6	4	17	2	5	7	6	0	1	11	1
		Column Comparisons															
		-															
		b															
21+		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		7	0	7	0	3	3	1	4	3	1	4	1	0	1	5	2
		Column Comparisons															
		-															
		b															
		0%															
NET: Any sent		29%	28%	29%	28%	31%	27%	28%	31%	26%	29%	31%	26%	26%	29%	32%	28%
		1,691	704	986	415	449	390	436	897	794	243	608	497	180	163	441	478
		Column Comparisons															
		-															
		B															
		c															
		d															
Effective Column n		4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
		Column Comparisons															
		-															
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
						NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QD1_4: Items sent in the last month...												
Payments for bills/ invoices/ statements		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
None	% within column	69%	74%	68%	75%	70%	76%	78%	73%	71%	73%	**
	Weighted counts	879	1,120	2,082	2,110	3,489	358	229	129	3,102	1,094	
	Column Comparisons		a c		A							
1 or 2	% within column	22%	19%	22%	19%	21%	17%	15%	20%	21%	21%	**
	Weighted counts	284	292	674	532	1,058	82	45	35	911	307	
	Column Comparisons			b								
3 or 4	% within column	5%	4%	6%	4%	5%	3%	5%	4%	6%	4%	**
	Weighted counts	65	63	178	118	264	16	15	8	244	54	
	Column Comparisons			b						b		
5 to 10	% within column	3%	2%	3%	2%	2%	3%	2%	3%	3%	2%	**
	Weighted counts	32	27	95	46	118	14	5	5	112	30	
	Column Comparisons			b								
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	4	3	13	6	17	2	0	0	16	3	
	Column Comparisons											
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	0	5	3	6	0	1	0	6	1	
	Column Comparisons											
NET: Any sent	% within column	31%	26%	32%	25%	30%	24%	22%	27%	29%	27%	**
	Weighted counts	386	386	965	705	1,463	114	65	48	1,290	395	
	Column Comparisons	d		B								
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
	Columns	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics															
QD1_5: Items sent in the last month... Smaller parcels - that will fit through a letterbox			Methodology			Quarter				Gender		Age					SEG	
			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
None	% within column	60%	71%	51%	60%	58%	60%	60%	60%	60%	60%	57%	53%	59%	69%	77%	51%	62%
	Weighted counts	3,525	1,812	1,713	887	848	862	928	1,721	1,804	474	1,040	1,110		475	426	704	1,081
	Column Comparisons	-	B											b	A B C	A B C d		A
1 or 2	% within column	28%	20%	34%	29%	29%	27%	26%	28%	27%	29%	30%	29%	24%	19%		33%	26%
	Weighted counts	1,640	501	1,139	424	426	388	401	814	825	240	577	555		163	104	457	457
	Column Comparisons	-		A							E	d E	d E				b D	
3 or 4	% within column	6%	4%	7%	6%	7%	6%	6%	6%	6%	8%	7%	6%	4%	2%		7%	6%
	Weighted counts	357	112	244	81	98	79	99	163	194	63	142	115		24	13	100	98
	Column Comparisons	-		A							d e	d e	e					
5 to 10	% within column	5%	3%	6%	5%	5%	5%	6%	5%	5%	4%	8%	4%	2%	2%		7%	5%
	Weighted counts	292	78	214	67	72	68	85	151	142	36	147	83		17	9	100	82
	Column Comparisons	-		A							e	a C D E	e				b D	
11 to 20	% within column	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	2%	1%
	Weighted counts	48	18	30	16	5	14	13	23	26	9	24	13		1	1	21	9
	Column Comparisons	-																
21+	% within column	1%	1%	1%	0%	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%
	Weighted counts	33	14	19	3	7	14	10	17	16	3	14	10		4	1	8	9
	Column Comparisons	-																
NET: Any sent	% within column	40%	29%	49%	40%	42%	40%	40%	40%	40%	43%	47%	41%	31%	23%		49%	38%
	Weighted counts	2,370	723	1,647	591	609	563	607	1,168	1,202	351	905	777		209	128	686	654
	Column Comparisons	-		A							D E	c D E	D E	e			B c D	d
Effective Column n	% within column																	
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300		476	365	973	1,238
Unweighted base	% within column																	
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828		670	513	1,368	1,742
Weighted base	% within column																	
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886		684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E		A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QD1_5: Items sent in the last month... Smaller parcels - that will fit through a letterbox												
None	% within column	58%	67%	53%	67%	60%	57%	57%	65%	60%	58%	**
	Weighted counts	737	1,003	1,617	1,893	2,972	270	167	116	2,646	869	
	Column Comparisons	a	A b C		A				c			
1 or 2	% within column	28%	24%	32%	24%	28%	31%	29%	24%	27%	29%	**
	Weighted counts	359	367	962	667	1,364	146	87	42	1,207	428	
	Column Comparisons			B								
3 or 4	% within column	7%	5%	7%	5%	6%	6%	7%	6%	6%	7%	**
	Weighted counts	83	76	214	143	300	27	19	11	256	101	
	Column Comparisons			b								
5 to 10	% within column	5%	3%	6%	3%	5%	5%	5%	3%	5%	5%	**
	Weighted counts	62	49	196	92	245	26	16	6	217	76	
	Column Comparisons			B								
11 to 20	% within column	1%	0%	1%	0%	1%	0%	1%	1%	1%	0%	**
	Weighted counts	13	6	33	12	41	2	4	1	42	7	
	Column Comparisons			b								
21+	% within column	1%	0%	1%	0%	1%	0%	0%	0%	1%	1%	**
	Weighted counts	11	5	25	8	30	1	1	1	25	8	
	Column Comparisons			b								
NET: Any sent	% within column	42%	33%	47%	33%	40%	43%	43%	35%	40%	42%	**
	Weighted counts	528	502	1,430	922	1,980	202	128	61	1,746	620	
	Column Comparisons	D		B				d				
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$). Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
QD1_6: Items sent in the last month... Larger parcels - that will not fit through a letterbox		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
None	% within column	68%	79%	60%	67%	71%	67%	67%	69%	67%	67%	63%	68%	73%	81%	61%	69%
	Weighted counts	4,013	2,003	2,010	993	1,029	961	1,029	2,003	2,010	556	1,225	1,285	500	447	849	1,195
	Column Comparisons	-	B										b	B	A B C d		A
1 or 2	% within column	22%	15%	28%	23%	21%	23%	22%	22%	23%	24%	25%	22%	22%	15%	27%	22%
	Weighted counts	1,326	370	955	347	303	334	343	630	696	199	487	409	150	81	374	375
	Column Comparisons	-		A							e	E	e	e		b D	
3 or 4	% within column	5%	3%	6%	5%	5%	5%	5%	4%	5%	5%	6%	5%	4%	3%	7%	5%
	Weighted counts	287	80	206	77	66	64	79	127	160	40	112	95	24	15	90	91
	Column Comparisons	-		A												D	d
5 to 10	% within column	3%	2%	4%	3%	3%	3%	4%	4%	3%	2%	5%	4%	1%	1%	4%	3%
	Weighted counts	205	58	147	51	46	45	64	104	102	20	98	72	7	8	52	57
	Column Comparisons	-		A								a D e	d e				
11 to 20	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%
	Weighted counts	45	16	29	9	8	11	17	18	26	8	12	21	1	1	15	11
	Column Comparisons	-															
21+	% within column	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%
	Weighted counts	20	7	13	2	5	9	4	8	12	2	11	4	2	1	9	6
	Column Comparisons	-															
NET: Any sent	% within column	32%	21%	40%	33%	29%	33%	33%	31%	33%	33%	37%	32%	27%	19%	39%	31%
	Weighted counts	1,882	531	1,350	485	428	464	506	886	996	269	721	601	184	107	540	539
	Column Comparisons	-		A							E	c D E	E	e		B c D	d
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Unweighted base	% within column																
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base	% within column																
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QD1_6: Items sent in the last month... Larger parcels - that will not fit through a letterbox		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
None	% within column	67%	74%	64%	73%	68%	65%	67%	73%	70%	63%	**
	Weighted counts	853	1,115	1,950	2,045	3,377	308	198	130	3,058	945	
	Column Comparisons	a	A b c		A					B		
1 or 2	% within column	23%	19%	25%	20%	22%	26%	23%	19%	22%	25%	**
	Weighted counts	286	291	755	561	1,104	121	68	33	948	374	
	Column Comparisons			B								
3 or 4	% within column	5%	3%	6%	4%	5%	5%	4%	4%	5%	6%	**
	Weighted counts	59	47	169	117	243	23	13	8	199	87	
	Column Comparisons			b								
5 to 10	% within column	4%	3%	4%	3%	3%	4%	4%	3%	3%	5%	**
	Weighted counts	54	42	125	76	171	17	12	5	138	68	
	Column Comparisons			b								
11 to 20	% within column	1%	1%	1%	0%	1%	0%	1%	0%	1%	1%	**
	Weighted counts	11	9	33	11	39	2	3	1	36	8	
	Column Comparisons			b								
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	3	2	14	5	18	1	1	0	13	7	
	Column Comparisons											
NET: Any sent	% within column	33%	26%	36%	27%	32%	35%	33%	27%	30%	37%	**
	Weighted counts	412	391	1,097	770	1,575	163	97	47	1,334	544	
	Column Comparisons	d		B							A	
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QD1_7: Items sent in the last month...		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
None	% within column	72%	81%	66%	72%	72%	73%	72%	71%	74%	70%	65%	72%	83%	88%	65%	74%
	Weighted counts	4,262	2,045	2,217	1,066	1,055	1,037	1,105	2,051	2,211	581	1,260	1,361	569	490	905	1,279
	Column Comparisons	-	B								b		B	A B C	A B C d		A
1 or 2	% within column	21%	15%	26%	21%	21%	21%	20%	21%	21%	21%	26%	22%	14%	9%	26%	20%
	Weighted counts	1,229	368	861	316	304	296	314	611	619	176	503	407	95	48	357	342
	Column Comparisons	-		A							d E	a c D E	D E	e		b c D	
3 or 4	% within column	3%	2%	4%	3%	3%	3%	3%	4%	3%	4%	4%	3%	1%	1%	4%	3%
	Weighted counts	186	50	136	45	44	43	53	104	82	33	82	53	9	8	52	47
	Column Comparisons	-		A							d	d e					
5 to 10	% within column	3%	2%	4%	3%	3%	3%	3%	4%	2%	3%	4%	3%	1%	1%	4%	3%
	Weighted counts	175	57	118	40	48	36	50	101	73	28	78	54	7	7	58	55
	Column Comparisons	-		a					b			d				D	d
11 to 20	% within column	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%
	Weighted counts	20	8	12	11	1	2	6	8	12	2	11	6	1	0	8	5
	Column Comparisons	-															
21+	% within column	0%	0%	0%	0%	0%	1%	1%	0%	0%	1%	1%	0%	0%	0%	1%	0%
	Weighted counts	23	7	16	0	4	11	8	13	9	5	10	5	2	0	10	6
	Column Comparisons	-					a										
NET: Any sent	% within column	28%	19%	34%	28%	28%	27%	28%	29%	26%	30%	35%	28%	17%	12%	35%	26%
	Weighted counts	1,633	489	1,143	412	402	388	430	837	795	244	685	525	115	64	484	456
	Column Comparisons	-		A							D E	a C D E	D E	e		B c D	d
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Unweighted base	% within column																
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base	% within column																
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
						NET: Engl- and	NET: Scotl- and	Wales	N. Ireland			
QD1_7: Items sent in the last month... Items requiring a signature		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
None	% within column	71%	78%	67%	78%	72%	71%	72%	77%	73%	72%	**
	Weighted counts	899	1,179	2,036	2,209	3,579	335	211	137	3,187	1,067	
	Column Comparisons	a	A b C		A							
1 or 2	% within column	21%	17%	24%	17%	21%	23%	21%	17%	21%	21%	**
	Weighted counts	268	263	746	475	1,032	106	62	30	910	313	
	Column Comparisons			B								
3 or 4	% within column	4%	2%	4%	2%	3%	4%	3%	3%	3%	3%	**
	Weighted counts	50	37	116	66	155	17	8	6	139	47	
	Column Comparisons			b								
5 to 10	% within column	3%	1%	4%	2%	3%	3%	4%	2%	3%	4%	**
	Weighted counts	40	21	120	53	147	12	11	4	121	54	
	Column Comparisons	d		B								
11 to 20	% within column	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	**
	Weighted counts	4	3	12	8	17	0	2	0	18	2	
	Column Comparisons											
21+	% within column	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	4	3	18	5	22	0	0	0	16	7	
	Column Comparisons			b								
NET: Any sent	% within column	29%	22%	33%	22%	28%	29%	28%	23%	27%	28%	**
	Weighted counts	366	327	1,011	607	1,373	136	83	40	1,204	422	
	Column Comparisons	D		B								
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
QD1_8: Items sent in the last month...		Methodology			Quarter				Gender		Age					SEG	
Other important items which involve postal or delivery services		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
None	% within column	89%	95%	84%	91%	87%	89%	89%	88%	90%	87%	87%	91%	91%	92%	87%	89%
	Weighted counts	5,250	2,417	2,833	1,349	1,271	1,271	1,360	2,554	2,696	720	1,683	1,714	622	510	1,203	1,552
	Column Comparisons	-	B		b								a B	b	a b		
1 or 2	% within column	8%	4%	11%	6%	10%	7%	8%	7%	8%	8%	9%	7%	7%	5%	8%	8%
	Weighted counts	460	91	368	88	143	103	126	215	245	69	173	139	48	30	117	139
	Column Comparisons	-		A		a											
3 or 4	% within column	1%	0%	2%	2%	1%	2%	1%	2%	1%	2%	2%	1%	1%	2%	2%	1%
	Weighted counts	85	7	78	22	17	25	20	54	31	20	35	12	8	11	34	19
	Column Comparisons	-		A					b		c	c				d	
5 to 10	% within column	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	2%	1%	0%	0%	2%	1%
	Weighted counts	75	13	62	12	20	21	22	46	29	14	42	14	3	2	27	19
	Column Comparisons	-		A								c					
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	11	4	7	4	3	3	1	7	4	1	4	3	2	0	4	3
	Column Comparisons	-															
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	14	2	12	4	3	2	5	13	1	1	8	4	0	1	5	2
	Column Comparisons	-							b								
NET: Any sent	% within column	11%	5%	16%	9%	13%	11%	11%	12%	10%	13%	13%	9%	9%	8%	13%	11%
	Weighted counts	645	118	527	129	186	154	175	335	310	105	262	172	62	44	187	183
	Column Comparisons	-		A		a					c e	C d e				D	
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Unweighted base	% within column																
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base	% within column																
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation			Rurality			
QD1_8: Items sent in the last month... Other important items which involve postal or delivery services		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
None	% within column	88%	92%	88%	90%	89%	89%	92%	91%	89%	88%	**
	Weighted counts	1,109	1,386	2,682	2,546	4,398	420	271	160	3,923	1,314	
	Column Comparisons		A c		a							
1 or 2	% within column	9%	6%	8%	7%	8%	9%	6%	7%	7%	9%	**
	Weighted counts	109	95	255	199	388	41	18	12	323	136	
	Column Comparisons											
3 or 4	% within column	2%	1%	2%	1%	2%	1%	1%	1%	2%	1%	**
	Weighted counts	20	12	50	33	76	6	2	2	69	16	
	Column Comparisons											
5 to 10	% within column	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	**
	Weighted counts	19	10	49	23	66	5	2	2	58	17	
	Column Comparisons			b								
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	3	1	3	8	11	0	0	0	6	4	
	Column Comparisons											
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	5	1	8	6	14	0	0	0	13	1	
	Column Comparisons											
NET: Any sent	% within column	12%	8%	12%	10%	11%	11%	8%	9%	11%	12%	**
	Weighted counts	156	120	365	269	554	52	23	16	469	175	
	Column Comparisons	d		b								
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox

QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
0%	% within column	40%	60%	32%	39%	39%	44%	39%	38%	43%	26%	28%	50%	69%	66%	45%	42%
	Weighted counts	956	432	524	233	237	250	236	444	511	91	249	387	145	84	312	273
	Column Comparisons	-	B										A B	A B C	A B c	c d	
1-10%	% within column	12%	9%	13%	12%	12%	11%	11%	12%	11%	11%	13%	10%	7%	15%	10%	10%
	Weighted counts	274	64	210	73	72	62	67	140	134	40	118	81	15	20	66	68
	Column Comparisons	-		a													
11-20%	% within column	5%	4%	6%	5%	7%	4%	5%	6%	4%	8%	6%	3%	4%	3%	7%	6%
	Weighted counts	121	29	92	30	40	21	30	73	48	28	54	27	9	3	45	40
	Column Comparisons	-							b		c						
21-30%	% within column	4%	2%	5%	5%	4%	2%	5%	4%	4%	5%	6%	3%	0%	0%	4%	3%
	Weighted counts	91	15	76	32	22	10	28	48	43	18	50	22	1	0	29	22
	Column Comparisons	-		a	c												
31-40%	% within column	3%	1%	3%	2%	3%	2%	3%	3%	2%	4%	4%	2%	0%	2%	1%	4%
	Weighted counts	61	6	55	11	18	12	20	32	29	15	32	12	0	2	9	25
	Column Comparisons	-		a													
41-50%	% within column	4%	2%	6%	3%	3%	5%	6%	5%	4%	6%	6%	3%	2%	1%	5%	4%
	Weighted counts	102	11	91	19	20	25	37	60	42	20	55	22	4	1	33	24
	Column Comparisons	-		A													
51-60%	% within column	2%	1%	3%	3%	1%	1%	3%	2%	2%	4%	3%	1%	1%	0%	2%	2%
	Weighted counts	51	5	46	20	7	8	17	25	26	13	25	11	3	0	15	10
	Column Comparisons	-		a													
61-70%	% within column	3%	1%	4%	2%	4%	3%	3%	4%	2%	6%	4%	1%	1%	0%	5%	3%
	Weighted counts	70	5	65	14	22	18	16	41	29	20	37	11	3	0	32	18
	Column Comparisons	-		A							c	c					
71-80%	% within column	3%	2%	4%	4%	4%	2%	4%	3%	4%	3%	4%	3%	3%	1%	2%	3%
	Weighted counts	81	15	66	25	22	13	22	38	44	12	37	24	7	1	12	17
	Column Comparisons	-		a													
81-90%	% within column	3%	2%	4%	3%	5%	4%	2%	3%	4%	3%	5%	3%	1%	3%	3%	3%
	Weighted counts	81	15	65	19	28	20	14	36	45	10	43	21	2	4	19	19
	Column Comparisons	-															
91-100%	% within column	19%	17%	20%	19%	19%	21%	19%	19%	20%	23%	22%	19%	9%	7%	16%	21%
	Weighted counts	456	123	333	111	115	116	113	217	239	82	198	147	19	9	110	136
	Column Comparisons	-									D e	D e	d e				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent small parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
0%	% within column	35%	37%	35%	49%	40%	44%	38%	45%	40%	42%	**
	Weighted counts	185	187	502	450	791	88	49	28	696	259	
	Column Comparisons				A							
1-10%	% within column	14%	13%	11%	12%	12%	13%	11%	9%	11%	13%	**
	Weighted counts	74	66	161	110	228	26	14	6	192	82	
	Column Comparisons											
11-20%	% within column	4%	4%	6%	4%	5%	4%	6%	5%	5%	5%	**
	Weighted counts	19	18	83	37	102	8	7	3	89	31	
	Column Comparisons											
21-30%	% within column	4%	3%	5%	2%	4%	3%	3%	3%	4%	3%	**
	Weighted counts	23	17	70	20	79	6	4	2	73	18	
	Column Comparisons			b								
31-40%	% within column	3%	3%	3%	2%	3%	3%	1%	2%	3%	2%	**
	Weighted counts	14	14	38	21	52	7	1	1	48	13	
	Column Comparisons											
41-50%	% within column	3%	6%	6%	2%	4%	4%	4%	5%	4%	4%	**
	Weighted counts	17	29	80	22	86	8	5	3	77	25	
	Column Comparisons			b								
51-60%	% within column	2%	3%	3%	1%	2%	2%	3%	3%	2%	2%	**
	Weighted counts	12	14	38	13	41	4	4	2	41	11	
	Column Comparisons											
61-70%	% within column	2%	2%	4%	2%	3%	3%	2%	1%	3%	4%	**
	Weighted counts	11	10	52	16	62	5	3	1	48	22	
	Column Comparisons			b								
71-80%	% within column	7%	3%	4%	3%	3%	4%	3%	2%	4%	3%	**
	Weighted counts	37	15	58	24	68	8	4	1	63	18	
	Column Comparisons	A b d										
81-90%	% within column	4%	4%	3%	3%	3%	4%	5%	2%	4%	3%	**
	Weighted counts	23	19	49	31	66	7	6	2	62	18	
	Column Comparisons											
91-100%	% within column	20%	20%	20%	18%	19%	16%	22%	19%	19%	19%	**
	Weighted counts	108	102	289	165	383	33	28	12	339	117	
	Column Comparisons											

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent small parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox

I don't know

NET: 1-50%

NET: 51-100%

Effective Column n

Unweighted base

Weighted base

Columns

			Demographics													
Methodology			Quarter				Gender		Age					SEG		
			Q1	Q2	Q3	Q4			16-24	25-44	45-64	65-74	75+			
Total	CAPI	Online	2017	2017	2017	2017	Male	Female	years	years	years	years	years	AB	C1	
1%	0%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	0%	
25	0	25	4	6	8	7	14	11	3	6	11	2	3	5	3	
-		a														
27%	18%	32%	28%	28%	23%	30%	30%	25%	34%	34%	21%	14%	21%	26%	27%	
649	127	523	166	172	131	181	353	296	120	309	164	29	27	181	178	
-		A					b		C D e	C D e						
31%	23%	35%	32%	32%	31%	30%	31%	32%	39%	38%	28%	16%	11%	27%	31%	
739	164	575	188	194	175	182	356	383	137	340	215	33	14	188	200	
-		A							c D E	C D E	d E					
1,744	355	1,389	443	435	411	455	805	939	246	682	576	148	91	479	501	
2,421	493	1,928	615	604	570	632	1,118	1,303	342	947	800	206	126	665	696	
2,370	723	1,647	591	609	563	607	1,168	1,202	351	905	777	209	128	686	654	
A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent small parcels in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD2_1: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
I don't know		1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	**
		7	11	11	14	21	2	1	1	18	7	
		Column Comparisons										
NET: 1-50%		28%	29%	30%	23%	28%	27%	25%	24%	27%	27%	**
		146	144	432	209	548	55	32	15	479	168	
		Column Comparisons										
NET: 51-100%		36%	32%	34%	27%	31%	28%	36%	29%	32%	30%	**
		190	161	485	249	619	57	46	18	553	185	
		Column Comparisons										
Effective Column n		377	387	1,035	700	1,090	237	228	189	1,181	561	3
		Column Comparisons										
Unweighted base		523	537	1,436	972	1,513	329	317	262	1,639	778	4
Weighted base		528	502	1,430	922	1,980	202	128	61	1,746	620	4
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent small parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
0%	% within column	38%	59%	29%	38%	34%	41%	37%	33%	42%	23%	24%	45%	68%	72%	43%	40%
	Weighted counts	710	313	397	186	145	192	188	296	414	62	175	272	124	78	234	216
	Column Comparisons	-	B							a			A B	A B C	A B C	c d	
1-10%	% within column	10%	6%	11%	11%	11%	8%	8%	10%	9%	11%	11%	9%	4%	10%	7%	9%
	Weighted counts	180	32	149	54	47	38	41	90	91	30	79	54	7	10	39	46
	Column Comparisons	-		a													
11-20%	% within column	6%	3%	7%	6%	8%	6%	4%	8%	4%	7%	8%	4%	4%	2%	6%	6%
	Weighted counts	112	17	96	27	34	29	22	70	42	19	59	26	7	2	34	34
	Column Comparisons	-		a					b								
21-30%	% within column	5%	2%	6%	7%	5%	4%	5%	8%	3%	9%	7%	3%	1%	0%	6%	4%
	Weighted counts	96	10	86	32	22	18	25	69	28	24	51	19	1	0	35	20
	Column Comparisons	-		A					B		c d e	c d e					
31-40%	% within column	3%	2%	3%	3%	3%	2%	4%	4%	2%	5%	4%	1%	1%	1%	3%	4%
	Weighted counts	53	9	44	12	12	8	21	33	20	13	29	9	1	1	14	21
	Column Comparisons	-															
41-50%	% within column	4%	3%	5%	3%	5%	4%	5%	4%	4%	6%	6%	2%	3%	0%	4%	3%
	Weighted counts	80	18	62	14	20	20	26	38	42	17	42	15	6	0	24	16
	Column Comparisons	-															
51-60%	% within column	3%	2%	3%	3%	2%	2%	3%	3%	3%	4%	3%	2%	2%	0%	2%	3%
	Weighted counts	49	11	38	15	7	11	16	24	25	12	23	11	3	0	12	15
	Column Comparisons	-															
61-70%	% within column	2%	0%	2%	2%	2%	2%	2%	2%	1%	2%	3%	1%	1%	1%	2%	2%
	Weighted counts	35	2	33	10	8	8	9	20	15	6	20	7	1	1	11	9
	Column Comparisons	-		a													
71-80%	% within column	3%	1%	3%	2%	4%	2%	3%	3%	3%	5%	4%	2%	0%	1%	3%	2%
	Weighted counts	53	6	47	12	15	11	14	24	29	12	26	13	0	1	16	13
	Column Comparisons	-		a													
81-90%	% within column	3%	3%	3%	2%	3%	3%	4%	2%	4%	2%	3%	4%	4%	1%	2%	3%
	Weighted counts	59	16	43	9	13	15	22	19	40	6	19	25	8	1	8	17
	Column Comparisons	-							a								
91-100%	% within column	22%	18%	24%	21%	23%	24%	22%	22%	23%	23%	26%	23%	11%	9%	20%	23%
	Weighted counts	423	95	328	102	98	111	112	193	230	61	191	141	20	10	110	126
	Column Comparisons	-		a							d e	D e	d e				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent large parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
0%	% within column	33%	32%	31%	48%	37%	41%	39%	40%	36%	42%	**
	Weighted counts	136	125	336	368	588	66	38	19	480	231	
	Column Comparisons			A								
1-10%	% within column	12%	12%	10%	9%	9%	13%	8%	9%	9%	12%	**
	Weighted counts	50	45	105	73	147	21	8	4	116	63	
	Column Comparisons											
11-20%	% within column	7%	4%	7%	5%	6%	5%	6%	6%	6%	5%	**
	Weighted counts	29	15	77	35	95	9	5	3	86	26	
	Column Comparisons											
21-30%	% within column	4%	7%	7%	2%	5%	2%	4%	4%	6%	3%	**
	Weighted counts	16	26	80	17	86	4	4	2	79	18	
	Column Comparisons			B								
31-40%	% within column	3%	2%	4%	2%	3%	5%	1%	5%	3%	3%	**
	Weighted counts	11	7	40	13	42	8	1	2	39	14	
	Column Comparisons			b								
41-50%	% within column	5%	5%	5%	3%	5%	2%	4%	3%	5%	3%	**
	Weighted counts	19	21	57	22	71	4	4	2	62	16	
	Column Comparisons			b								
51-60%	% within column	3%	3%	3%	2%	3%	3%	3%	2%	3%	3%	**
	Weighted counts	11	12	31	18	42	4	3	1	34	15	
	Column Comparisons											
61-70%	% within column	2%	2%	2%	1%	2%	2%	2%	0%	2%	1%	**
	Weighted counts	8	6	24	9	29	3	2	0	28	7	
	Column Comparisons											
71-80%	% within column	4%	2%	3%	2%	3%	2%	2%	1%	3%	2%	**
	Weighted counts	16	8	35	17	47	3	2	0	41	11	
	Column Comparisons											
81-90%	% within column	5%	4%	3%	3%	3%	3%	4%	1%	3%	2%	**
	Weighted counts	19	14	36	22	49	5	4	1	47	12	
	Column Comparisons											
91-100%	% within column	22%	25%	25%	20%	22%	21%	27%	26%	23%	22%	**
	Weighted counts	89	99	270	151	351	34	26	12	304	119	
	Column Comparisons			b								

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent large parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox

I don't know

NET: 1-50%

NET: 51-100%

Effective Column n

Unweighted base

Weighted base

Columns

			Demographics													
Methodology			Quarter				Gender		Age					SEG		
			Q1	Q2	Q3	Q4			16-24	25-44	45-64	65-74	75+			
Total	CAPI	Online	2017	2017	2017	2017	Male	Female	years	years	years	years	years	AB	C1	
2%	1%	2%	2%	2%	1%	2%	1%	2%	3%	1%	2%	3%	3%	1%	1%	
32	5	27	12	8	3	10	11	21	8	6	10	5	3	3	7	
-																
28%	16%	32%	29%	31%	24%	27%	34%	22%	38%	36%	20%	12%	13%	27%	25%	
522	85	437	140	134	112	135	299	223	102	261	122	23	14	146	137	
-		A					B		C D E	C D E						
33%	24%	36%	30%	33%	34%	34%	32%	34%	36%	39%	33%	17%	12%	29%	33%	
618	129	489	147	141	157	173	279	338	97	279	197	32	13	157	179	
-		A							D E	D E	D E					
1,397	257	1,140	360	323	339	376	628	770	193	552	444	130	78	393	402	
1,935	356	1,579	499	447	469	520	869	1,066	267	765	615	180	108	544	557	
1,882	531	1,350	485	428	464	506	886	996	269	721	601	184	107	540	539	
A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent large parcels in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD2_2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
I don't know		2%	3%	1%	3%	2%	1%	1%	4%	1%	2%	**
		9	13	7	24	27	2	1	2	19	12	
		Column Comparisons										
		A										
NET: 1-50%		30%	29%	33%	21%	28%	28%	23%	27%	29%	25%	**
		124	115	359	160	441	45	22	13	381	138	
		Column Comparisons										
		B										
NET: 51-100%		35%	35%	36%	28%	33%	30%	38%	29%	34%	30%	**
		143	138	396	218	518	49	37	14	454	164	
		Column Comparisons										
		b										
Effective Column n		295	307	799	589	874	194	178	152	919	477	2
		Column Comparisons										
Unweighted base		409	425	1,106	815	1,210	268	247	210	1,272	660	3
Weighted base		412	391	1,097	770	1,575	163	97	47	1,334	544	4
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent large parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																
QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc?		Methodology			Quarter				Gender		Age					SEG		
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	
Yes	% within column	18%	12%	20%	13%	21%	19%	20%	19%	17%	26%	21%	11%	14%	**	21%	17%	
	Weighted counts	300	41	259	56	88	72	84	157	143	79	156	53	11		89	78	
	Column Comparisons	-		a							C e	C e						
No	% within column	80%	87%	78%	85%	77%	79%	79%	79%	81%	70%	78%	87%	85%	**	77%	81%	
	Weighted counts	1,316	310	1,006	362	321	294	340	653	663	209	591	402	66		323	371	
	Column Comparisons	-	b		b							a	A B	a				
I don't know	% within column	2%	1%	2%	1%	2%	2%	1%	2%	2%	3%	1%	1%	1%	**	1%	2%	
	Weighted counts	27	5	22	6	9	7	6	13	14	10	9	6	1		6	7	
	Column Comparisons	-																
		% within column																
Effective Column n		Weighted counts	1,261	176	1,086	312	309	294	346	577	684	223	590	359	58	31	310	359
		Column Comparisons																
Unweighted base		Weighted counts	1,723	240	1,483	426	422	402	473	788	935	305	806	490	79	43	424	491
Weighted base		Weighted counts	1,644	357	1,287	424	418	373	429	823	820	298	755	461	78	51	419	456
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels to people who bought products from them online in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc?		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes	% within column	19%	15%	21%	13%	19%	15%	15%	10%	19%	16%	**
	Weighted counts	75	58	231	70	262	20	14	4	234	66	
	Column Comparisons			B								
No	% within column	79%	83%	77%	85%	79%	83%	82%	86%	79%	83%	**
	Weighted counts	309	313	828	474	1,100	109	74	33	959	353	
	Column Comparisons			A								
I don't know	% within column	1%	2%	1%	2%	2%	1%	3%	4%	2%	1%	**
	Weighted counts	6	8	15	13	22	2	3	1	22	5	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	286	305	808	447	799	164	169	129	862	397	3
Unweighted base	Column Comparisons											
	Weighted counts	391	417	1,104	610	1,092	224	231	176	1,177	542	4
Weighted base	Column Comparisons											
	Weighted counts	390	379	1,073	557	1,384	131	90	39	1,215	424	4
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels to people who bought products from them online in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Up to £1.00	% within column	21%	28%	16%	20%	23%	20%	20%	23%	19%	29%	21%	19%	19%	17%	14%	18%
	Weighted counts	1,226	702	524	300	331	286	309	657	569	236	401	360	133	96	197	312
	Column Comparisons	-	B						b		B C d E						a
£1.01 to £2.00	% within column	11%	13%	9%	9%	11%	12%	11%	11%	11%	9%	9%	11%	14%	15%	8%	13%
	Weighted counts	637	325	312	137	161	173	166	307	330	71	174	216	93	83	111	230
	Column Comparisons	-	B											a b	a b		A c
£2.01 to £4.00	% within column	12%	10%	13%	11%	14%	11%	10%	11%	12%	13%	10%	11%	13%	19%	12%	14%
	Weighted counts	690	262	428	169	204	162	155	329	361	106	195	198	87	104	162	245
	Column Comparisons	-		a		d									a B C d		c d
£4.01 to £6.00	% within column	11%	10%	11%	12%	11%	10%	10%	10%	12%	10%	9%	11%	13%	14%	12%	10%
	Weighted counts	637	266	372	173	162	145	157	280	357	86	180	208	87	77	172	172
	Column Comparisons	-								a							
£6.01 to £10.00	% within column	13%	10%	15%	11%	13%	13%	14%	13%	13%	8%	13%	14%	13%	13%	15%	14%
	Weighted counts	751	249	502	164	190	183	214	371	380	70	262	263	87	70	207	240
	Column Comparisons	-		A								a	a			d	d
£10.01 to £20.00	% within column	13%	10%	16%	14%	10%	13%	15%	13%	13%	11%	15%	14%	13%	9%	15%	12%
	Weighted counts	777	249	528	211	152	189	224	371	405	92	284	262	88	51	214	210
	Column Comparisons	-		A	b			b									
£20.01 to £30.00	% within column	7%	5%	8%	8%	6%	6%	6%	7%	7%	6%	8%	7%	7%	5%	8%	7%
	Weighted counts	400	130	270	124	86	91	98	188	212	48	149	130	46	26	110	115
	Column Comparisons	-		A													
£30.01 to £40.00	% within column	3%	2%	3%	3%	3%	2%	3%	2%	3%	2%	3%	3%	1%	1%	4%	2%
	Weighted counts	162	54	108	45	39	29	48	71	90	16	65	64	10	6	58	36
	Column Comparisons	-		a												b	
£40.01 to £50.00	% within column	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%
	Weighted counts	78	23	56	29	15	20	15	37	41	9	37	17	9	7	29	19
	Column Comparisons	-		a													
Over £50	% within column	3%	2%	3%	3%	1%	3%	3%	3%	3%	2%	3%	3%	1%	0%	4%	2%
	Weighted counts	149	61	88	51	21	40	38	73	76	17	63	58	9	3	57	42
	Column Comparisons	-			b							e	e			b D	d
I don't know	% within column	6%	8%	5%	4%	6%	7%	7%	7%	6%	8%	6%	5%	5%	5%	5%	6%
	Weighted counts	357	204	154	66	92	97	102	189	168	68	125	100	35	29	65	102
	Column Comparisons	-	B														

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?		Demographics										
		SEG		Working status		UK nation				Rurality		Unkn-own
		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	
Up to £1.00	% within column	22%	29%	19%	23%	21%	20%	20%	25%	21%	19%	**
	Weighted counts	278	439	585	640	1,030	94	58	44	937	288	
	Column Comparisons	A b	A B C		a							
£1.01 to £2.00	% within column	10%	11%	10%	12%	11%	9%	11%	11%	11%	9%	**
	Weighted counts	124	173	305	331	541	44	33	19	494	141	
	Column Comparisons		a									
£2.01 to £4.00	% within column	10%	10%	10%	14%	12%	9%	11%	8%	11%	13%	**
	Weighted counts	130	152	302	381	602	42	31	15	489	198	
	Column Comparisons				A							
£4.01 to £6.00	% within column	11%	10%	11%	11%	11%	11%	11%	8%	11%	11%	**
	Weighted counts	137	156	323	311	540	50	33	15	466	170	
	Column Comparisons											
£6.01 to £10.00	% within column	12%	10%	13%	12%	13%	13%	12%	10%	13%	13%	**
	Weighted counts	151	152	405	344	638	59	37	17	560	190	
	Column Comparisons											
£10.01 to £20.00	% within column	14%	12%	14%	12%	13%	17%	14%	11%	13%	15%	**
	Weighted counts	177	175	441	332	635	81	40	20	550	226	
	Column Comparisons			b								
£20.01 to £30.00	% within column	7%	5%	8%	5%	7%	7%	4%	4%	7%	7%	**
	Weighted counts	92	82	244	154	348	33	12	7	298	102	
	Column Comparisons			b								
£30.01 to £40.00	% within column	3%	2%	4%	2%	3%	3%	3%	3%	3%	3%	**
	Weighted counts	32	36	110	51	133	14	8	6	121	40	
	Column Comparisons			B								
£40.01 to £50.00	% within column	1%	1%	1%	1%	1%	2%	2%	1%	1%	2%	**
	Weighted counts	17	13	44	34	62	8	6	2	56	23	
	Column Comparisons											
Over £50	% within column	3%	1%	3%	2%	2%	3%	3%	2%	3%	2%	**
	Weighted counts	34	16	99	47	120	15	10	4	117	32	
	Column Comparisons	d		b								
I don't know	% within column	7%	7%	6%	6%	6%	6%	9%	15%	7%	5%	**
	Weighted counts	87	104	172	179	275	29	27	27	288	70	
	Column Comparisons								A B c			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

								Demographics									
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
I prefer not to say	% within column	1%	0%	1%	1%	0%	1%	0%	0%	1%	1%	1%	1%	0%	0%	0%	1%
	Weighted counts	30	10	21	8	5	11	7	14	16	8	10	10	0	2	6	10
	Column Comparisons	-															
NET: Up to £20	% within column	80%	81%	79%	78%	82%	80%	80%	80%	80%	80%	77%	80%	84%	87%	77%	81%
	Weighted counts	4,718	2,053	2,665	1,155	1,200	1,138	1,225	2,316	2,402	660	1,496	1,506	575	481	1,064	1,410
	Column Comparisons	-												b	a B c		a
NET: Over £20	% within column	13%	11%	16%	17%	11%	13%	13%	13%	14%	11%	16%	14%	11%	8%	18%	12%
	Weighted counts	789	268	521	249	161	179	200	370	420	90	314	269	74	42	254	212
	Column Comparisons	-		A	B c d							a d E	e			B c D	
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
	Column Comparisons																
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation			Rurality			
QD4: In total, how much would you say you've spent on postage in the last month, including all letters, cards and parcels?		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
% within column		0%	1%	1%	0%	1%	0%	0%	1%	0%	1%	**
I prefer not to say		6	8	17	11	27	1	1	1	17	10	
Weighted counts												
Column Comparisons												
% within column		79%	83%	77%	83%	80%	79%	78%	73%	80%	81%	**
NET: Up to £20		996	1,247	2,361	2,339	3,986	371	231	130	3,496	1,212	
Weighted counts												
Column Comparisons			A c		A							
% within column		14%	10%	16%	10%	13%	15%	12%	11%	13%	13%	**
NET: Over £20		176	147	497	286	663	70	36	19	592	197	
Weighted counts												
Column Comparisons		d		B								
% within column												
Effective Column n		845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Weighted counts												
Column Comparisons												
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$)

part 4 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD5: Which of the following companies have you used to send parcels in the last month?		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Royal Mail	% within column	92%	91%	93%	92%	92%	93%	92%	90%	94%	90%	93%	93%	91%	92%	93%	92%
	Weighted counts	2,708	848	1,860	690	654	669	694	1,256	1,452	380	1,001	893	271	163	769	778
	Column Comparisons	-								a							
Hermes	% within column	16%	13%	17%	17%	16%	12%	17%	15%	16%	16%	19%	15%	8%	9%	16%	15%
	Weighted counts	455	119	336	124	113	89	129	208	247	67	208	139	25	16	129	124
	Column Comparisons	-		a							d	c D e	d				
Parcelforce	% within column	8%	8%	8%	8%	9%	7%	9%	9%	7%	8%	11%	7%	4%	4%	10%	8%
	Weighted counts	243	77	167	61	65	49	68	129	114	35	123	68	11	8	82	66
	Column Comparisons	-										c d				d	
DHL	% within column	7%	5%	8%	6%	8%	6%	8%	8%	5%	13%	10%	3%	2%	0%	8%	7%
	Weighted counts	202	48	154	43	55	46	58	118	83	55	112	28	6	1	70	63
	Column Comparisons	-		a					b		C D E	C D E					
DPD	% within column	7%	6%	7%	5%	8%	6%	8%	8%	6%	11%	10%	3%	2%	1%	7%	6%
	Weighted counts	191	56	135	37	53	42	59	105	87	48	113	24	5	1	62	54
	Column Comparisons	-									C D E	C D E					
Collect+	% within column	6%	3%	7%	7%	6%	5%	6%	5%	7%	7%	9%	5%	2%	1%	8%	6%
	Weighted counts	179	31	148	54	42	36	46	74	104	32	94	45	6	2	68	52
	Column Comparisons	-		A							d e	c d e					
Yodel	% within column	6%	4%	6%	6%	6%	6%	5%	6%	5%	8%	8%	3%	2%	2%	7%	5%
	Weighted counts	165	40	125	43	40	43	39	82	83	34	88	33	6	4	55	39
	Column Comparisons	-									c d e	C d e					
FedEx	% within column	5%	3%	6%	5%	7%	6%	4%	7%	4%	13%	7%	2%	1%	1%	8%	4%
	Weighted counts	159	31	129	37	47	45	30	103	57	56	79	19	2	3	68	38
	Column Comparisons	-		a					B		b C D E	C D e				b D	
UPS	% within column	3%	3%	3%	2%	4%	3%	4%	5%	2%	5%	5%	1%	3%	1%	4%	3%
	Weighted counts	96	28	68	15	27	20	33	66	29	20	54	12	8	1	33	28
	Column Comparisons	-							B		c	C					
UK Mail	% within column	2%	0%	3%	1%	2%	2%	2%	2%	2%	4%	3%	1%	1%	2%	2%	1%
	Weighted counts	56	1	55	11	16	15	14	28	28	16	30	5	3	3	20	12
	Column Comparisons	-		A							C	c					
TNT Express	% within column	1%	1%	2%	1%	1%	2%	1%	2%	1%	2%	2%	1%	1%	0%	2%	1%
	Weighted counts	40	9	31	10	9	11	10	27	13	10	19	9	2	0	15	8
	Column Comparisons	-							b								

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD5: Which of the following companies have you used to send parcels in the last month?		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Working	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Royal Mail	% within column	91%	93%	92%	93%	92%	92%	93%	97%	93%	92%	**
	Weighted counts	578	583	1,572	1,117	2,268	224	143	73	1,968	736	
	Column Comparisons											
Hermes	% within column	18%	14%	18%	13%	15%	18%	17%	14%	15%	16%	**
	Weighted counts	112	89	299	155	375	43	26	10	329	126	
	Column Comparisons			b								
Parcelforce	% within column	10%	5%	11%	5%	8%	7%	6%	11%	9%	6%	**
	Weighted counts	62	33	180	63	209	17	9	8	193	50	
	Column Comparisons	d		B								
DHL	% within column	6%	5%	10%	3%	7%	11%	6%	4%	8%	5%	**
	Weighted counts	38	30	165	36	163	26	10	3	162	40	
	Column Comparisons			B								
DPD	% within column	7%	5%	8%	4%	7%	7%	7%	5%	7%	5%	**
	Weighted counts	43	33	140	51	160	16	10	4	152	39	
	Column Comparisons			B								
Collect+	% within column	5%	5%	8%	4%	6%	8%	9%	9%	6%	6%	**
	Weighted counts	29	29	134	44	139	19	15	7	134	45	
	Column Comparisons			B								
Yodel	% within column	7%	5%	7%	3%	6%	4%	6%	6%	6%	5%	**
	Weighted counts	42	30	125	39	141	10	9	5	127	38	
	Column Comparisons			B								
FedEx	% within column	6%	3%	7%	3%	5%	7%	5%	2%	6%	3%	**
	Weighted counts	35	18	126	31	134	16	8	2	137	22	
	Column Comparisons			B						b		
UPS	% within column	4%	2%	4%	2%	3%	2%	3%	1%	4%	3%	**
	Weighted counts	23	12	76	19	84	5	5	1	75	20	
	Column Comparisons			B								
UK Mail	% within column	2%	2%	2%	1%	2%	3%	2%	1%	2%	2%	**
	Weighted counts	14	10	37	15	44	8	3	1	38	18	
	Column Comparisons											
TNT Express	% within column	2%	0%	2%	0%	1%	2%	1%	1%	2%	1%	**
	Weighted counts	15	2	36	5	35	4	2	0	34	6	
	Column Comparisons	d		b								

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD5: Which of the following companies have you used to send parcels in the last month?		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Interlink	% within column	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	2%	0%	0%	0%	1%	1%
	Weighted counts	24	11	13	9	8	1	6	17	7	3	18	4	0	0	8	9
	Column Comparisons	-															
Citipost	% within column	1%	0%	1%	0%	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%	1%	1%
	Weighted counts	15	1	14	2	8	1	4	8	8	5	7	1	2	0	5	6
	Column Comparisons	-		a													
Other	% within column	1%	2%	1%	2%	1%	1%	1%	1%	2%	0%	1%	1%	4%	3%	1%	2%
	Weighted counts	36	16	20	14	4	10	7	11	26	2	10	8	12	5	9	15
	Column Comparisons	-												a b c			
I don't know	% within column	2%	2%	2%	2%	2%	1%	2%	2%	1%	3%	1%	2%	3%	1%	2%	1%
	Weighted counts	51	20	31	15	15	8	14	30	21	13	11	17	9	2	15	11
	Column Comparisons	-															
Effective Column n	% within column																
	Weighted counts	2,138	446	1,692	556	511	516	555	968	1,169	297	805	699	210	127	585	629
	Column Comparisons																
Unweighted base		2,976	621	2,355	774	711	718	773	1,348	1,628	414	1,120	973	292	177	815	875
Weighted base		2,934	929	2,005	749	709	718	758	1,390	1,544	422	1,076	959	298	178	831	843
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD5: Which of the following companies have you used to send parcels in the last month?		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Interlink	% within column	1%	1%	1%	0%	1%	0%	1%	0%	1%	1%	**
	Weighted counts	4	3	23	1	23	1	1	0	19	5	
	Column Comparisons			b								
Citipost	% within column	0%	0%	1%	0%	1%	1%	1%	0%	1%	0%	**
	Weighted counts	3	1	14	1	13	1	1	0	13	2	
	Column Comparisons			b								
Other	% within column	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	**
	Weighted counts	6	6	17	19	32	1	1	1	20	17	
	Column Comparisons											
I don't know	% within column	1%	3%	1%	2%	2%	2%	1%	1%	1%	3%	**
	Weighted counts	8	18	21	30	44	5	2	1	30	20	
	Column Comparisons				a							
Effective Column n	% within column											
	Weighted counts	449	475	1,222	902	1,347	284	274	232	1,429	705	4
	Column Comparisons											
Unweighted base		625	661	1,701	1,256	1,875	396	382	323	1,990	981	5
Weighted base		632	628	1,706	1,207	2,463	243	154	75	2,125	804	5
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

								Demographics									
QD5 Addition: Which of the following companies have you used to send parcels in the last month? Amazon Logistics		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	3%	3%	3%	**	4%	3%	2%	4%	3%	4%	4%	2%	1%	2%	4%	3%
	Weighted counts	67	21	46		25	23	19	39	29	11	34	18	2	3	24	18
	Column Comparisons	-															
	% within column	97%	97%	97%	**	96%	97%	98%	96%	97%	96%	96%	98%	99%	98%	96%	97%
No	Weighted counts	2,117	677	1,441		683	695	740	1,015	1,103	294	783	699	210	133	575	624
	Column Comparisons	-															
	% within column																
	Effective Column n	1,556	323	1,233	0	502	508	547	708	848	216	607	508	138	88	426	461
Unweighted base		2,201	457	1,744	0	710	718	773	1,001	1,200	305	858	719	195	124	603	652
Weighted base		2,185	698	1,487	0	708	718	758	1,053	1,131	305	817	716	212	135	600	641
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month (Added in April 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QD5 Addition: Which of the following companies have you used to send parcels in the last month? Amazon Logistics		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes	% within column	3%	2%	4%	2%	3%	4%	4%	4%	3%	3%	**
	Weighted counts	16	9	45	18	55	7	4	2	49	18	
	Column Comparisons											
No	% within column	97%	98%	96%	98%	97%	96%	96%	96%	97%	97%	**
	Weighted counts	463	455	1,236	866	1,792	161	113	51	1,542	572	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	322	346	904	641	984	201	207	163	1,047	507	2
	Column Comparisons											
Unweighted base		456	490	1,279	906	1,392	285	293	231	1,481	717	3
Weighted base		479	464	1,281	884	1,847	168	117	53	1,591	590	3
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month (Added in April 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	
QD6: And how did you send these parcels?		% within column	82%	80%	82%	85%	79%	79%	84%	79%	84%	77%	80%	85%	84%
At a Post Office, using Royal Mail or Parcelforce over the counter services		Weighted counts	2,397	747	1,650	634	560	569	634	1,099	1,298	324	858	811	250
		Column Comparisons	-								a			a	
		% within column	28%	22%	31%	27%	30%	29%	26%	28%	28%	40%	34%	22%	16%
Royal Mail postbox (using stamps)		Weighted counts	822	206	617	205	212	210	196	388	434	168	368	215	48
		Column Comparisons	-		A						C D E	C D E	e		
		% within column	10%	7%	12%	12%	10%	10%	9%	11%	9%	12%	14%	8%	4%
Online collection and delivery services, i.e. organised pick-up from home		Weighted counts	301	67	234	92	72	71	66	157	144	49	150	80	13
		Column Comparisons	-		a						d	c D e			
		% within column	11%	7%	13%	13%	9%	12%	10%	13%	9%	12%	13%	10%	9%
Non-Post Office counter services		Weighted counts	323	68	254	99	61	84	79	185	138	52	135	100	26
		Column Comparisons	-		A					b					
		% within column	1%	2%	1%	2%	1%	2%	1%	1%	2%	1%	1%	1%	3%
Other method		Weighted counts	44	18	26	13	8	15	8	14	29	3	16	9	10
		Column Comparisons	-												
		% within column	1%	2%	1%	2%	2%	1%	2%	2%	1%	4%	1%	1%	2%
I don't know		Weighted counts	44	15	29	12	14	5	12	27	16	16	14	8	5
		Column Comparisons	-								b c				
		% within column													
Effective Column n		Weighted counts	2,138	446	1,692	556	511	516	555	968	1,169	297	805	699	210
		Column Comparisons													
Unweighted base			2,976	621	2,355	774	711	718	773	1,348	1,628	414	1,120	973	292
Weighted base			2,934	929	2,005	749	709	718	758	1,390	1,544	422	1,076	959	298
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD6: And how did you send these parcels?	% within column	86%	80%	82%	83%	82%	81%	83%	81%	85%	82%	85%	81%	83%
At a Post Office, using Royal Mail or Parcelforce over the counter services	Weighted counts	154	663	691	526	518	1,373	1,007	2,001	206	127	64	1,729	665
	Column Comparisons													
Royal Mail postbox (using stamps)	% within column	13%	32%	25%	28%	27%	33%	22%	28%	26%	31%	25%	30%	23%
	Weighted counts	23	265	212	178	167	557	263	693	63	47	19	634	186
	Column Comparisons						B						b	
Online collection and delivery services, i.e. organised pick-up from home	% within column	5%	12%	10%	11%	8%	13%	7%	10%	13%	15%	11%	10%	10%
	Weighted counts	9	101	82	67	52	215	83	240	31	22	8	217	84
	Column Comparisons						B							
Non-Post Office counter services	% within column	5%	12%	11%	12%	9%	13%	8%	11%	14%	14%	11%	11%	11%
	Weighted counts	9	102	89	74	57	219	101	259	33	22	8	234	89
	Column Comparisons						b							
Other method	% within column	3%	1%	1%	2%	1%	2%	1%	1%	1%	1%	2%	1%	3%
	Weighted counts	5	11	12	12	8	26	17	37	3	2	2	23	21
	Column Comparisons													a
I don't know	% within column	0%	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%	1%	2%
	Weighted counts	1	8	15	9	11	19	24	38	3	2	1	28	15
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	127	585	629	449	475	1,222	902	1,347	284	274	232	1,429	705
	Column Comparisons													
Unweighted base		177	815	875	625	661	1,701	1,256	1,875	396	382	323	1,990	981
Weighted base		178	831	843	632	628	1,706	1,207	2,463	243	154	75	2,125	804
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QD6: And how did you send these parcels?		**
	% within column	
At a Post Office, using Royal Mail or Parcelforce over the counter services	Weighted counts	
	Column Comparisons	
	% within column	**
Royal Mail postbox (using stamps)	Weighted counts	
	Column Comparisons	
	% within column	**
Online collection and delivery services, i.e. organised pick-up from home	Weighted counts	
	Column Comparisons	
	% within column	**
Non-Post Office counter services	Weighted counts	
	Column Comparisons	
	% within column	**
Other method	Weighted counts	
	Column Comparisons	
	% within column	**
I don't know	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	4
	Column Comparisons	
Unweighted base		5
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																	
		Method-ology			Quarter				Gender		Age					SEG			
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Lower cost of postage	% within column	40%	40%	40%	36%	38%	37%	49%	37%	43%	38%	42%	41%	28%	**	37%	35%	42%	49%
	Weighted counts	242	59	184	67	49	58	68	117	125	32	116	74	13		70	59	60	53
	Column Comparisons	-																	
More convenient for me to drop the parcel off	% within column	26%	16%	30%	29%	20%	27%	27%	26%	26%	40%	24%	27%	15%	**	26%	30%	23%	26%
	Weighted counts	161	23	137	55	25	43	37	84	77	33	66	49	7		49	50	33	28
	Column Comparisons	-		a															
More convenient for me to have the parcel collected	% within column	23%	19%	25%	22%	26%	21%	25%	20%	27%	18%	28%	22%	16%	**	20%	24%	23%	29%
	Weighted counts	142	28	114	42	33	33	35	65	78	16	76	40	8		39	40	33	31
	Column Comparisons	-																	
Better ability to track the delivery	% within column	19%	10%	22%	20%	13%	22%	19%	17%	21%	25%	21%	17%	7%	**	17%	19%	21%	18%
	Weighted counts	115	15	100	37	17	35	27	53	62	21	58	32	3		32	32	30	20
	Column Comparisons	-		a															
Quicker delivery	% within column	19%	13%	21%	16%	22%	21%	18%	21%	16%	29%	24%	9%	10%	**	22%	16%	17%	20%
	Weighted counts	115	20	95	30	28	33	25	68	47	25	67	17	5		42	27	25	21
	Column Comparisons	-									c	c							
More convenient for the recipient to take the delivery	% within column	14%	11%	15%	14%	17%	12%	15%	17%	12%	13%	15%	16%	11%	**	14%	11%	16%	17%
	Weighted counts	87	17	70	26	22	18	21	53	34	11	40	30	5		27	19	22	19
	Column Comparisons	-																	
Parcel less likely to get lost	% within column	13%	8%	15%	15%	12%	12%	12%	10%	16%	25%	16%	6%	4%	**	13%	12%	13%	16%
	Weighted counts	80	12	67	29	16	19	16	32	47	21	44	12	2		24	20	19	17
	Column Comparisons	-								a	C d	c							
Ability to set a specific date/time for delivery	% within column	12%	11%	13%	12%	12%	11%	13%	13%	11%	19%	16%	5%	5%	**	17%	10%	9%	10%
	Weighted counts	73	16	58	22	15	17	18	42	31	16	43	10	2		32	17	13	11
	Column Comparisons	-									c	c							
Guarantee that the parcel would arrive on time	% within column	12%	6%	14%	10%	11%	11%	16%	11%	13%	21%	15%	4%	9%	**	13%	9%	13%	11%
	Weighted counts	71	9	63	18	15	17	22	34	37	18	41	8	4		25	15	19	12
	Column Comparisons	-		a							C	c							
Guarantee that the parcel would arrive intact	% within column	9%	1%	12%	8%	13%	7%	11%	8%	11%	19%	12%	4%	5%	**	12%	6%	8%	12%
	Weighted counts	58	2	56	15	17	11	15	26	31	16	32	7	2		23	10	12	13
	Column Comparisons	-		A							c								
Recommended by others	% within column	9%	4%	11%	9%	13%	8%	8%	8%	10%	16%	13%	4%	0%	**	11%	9%	8%	9%
	Weighted counts	57	6	51	16	17	13	11	27	30	13	37	8	0		22	15	11	9
	Column Comparisons	-		a							c d	c d							

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month using a provider other than Royal Mail, Parcelforce or Post Office counter services

Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation				Rurality	
		Not working	Working	NET: England	NET: Scotland	N. Ireland	Urban	Rural	Unknown
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?		41%	38%	39%	43%	43%	37%	37%	47%
Lower cost of postage		171	71	192	26	18	6	156	86
		a							
More convenient for me to drop the parcel off		27%	25%	26%	26%	28%	27%	29%	21%
		113	47	129	16	11	5	122	38
More convenient for me to have the parcel collected		23%	24%	23%	22%	21%	27%	24%	23%
		98	44	115	14	9	5	101	41
Better ability to track the delivery		20%	16%	19%	19%	25%	12%	19%	18%
		86	29	91	12	10	2	81	34
Quicker delivery		21%	14%	20%	12%	21%	12%	20%	16%
		89	25	97	7	8	2	86	29
More convenient for the recipient to take the delivery		15%	13%	14%	18%	14%	15%	16%	11%
		61	24	68	11	6	2	66	21
Parcel less likely to get lost		14%	10%	13%	9%	19%	6%	14%	11%
		59	18	66	6	8	1	60	20
Ability to set a specific date/time for delivery		15%	6%	12%	10%	16%	7%	15%	5%
		63	10	60	6	6	1	64	9
Guarantee that the parcel would arrive on time		13%	8%	12%	13%	14%	9%	14%	7%
		56	15	57	8	6	2	59	13
Guarantee that the parcel would arrive intact		11%	6%	10%	5%	10%	9%	11%	6%
		46	11	49	3	4	2	46	11

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month using a provider other than Royal Mail, Parcelforce or Post Office counter services

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics																	
			Method- ology			Quarter				Gender		Age					SEG			
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?			Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Recommended by others	% within column		9%	4%	11%	9%	13%	8%	8%	8%	10%	16%	13%	4%	0%	**	11%	9%	8%	9%
	Weighted counts		57	6	51	16	17	13	11	27	30	13	37	8	0		22	15	11	9
	Column Comparisons		-		a							c d	c d							
Ability to select an express service	% within column		8%	11%	8%	8%	13%	7%	7%	8%	9%	13%	11%	6%	1%	**	13%	7%	4%	9%
	Weighted counts		52	16	36	15	16	10	10	27	25	11	30	11	0		24	11	6	10
	Column Comparisons		-																	
Lower cost of insurance	% within column		7%	3%	9%	6%	3%	8%	11%	7%	8%	6%	11%	3%	5%	**	8%	7%	7%	7%
	Weighted counts		44	5	39	12	4	13	15	21	23	5	30	6	2		15	12	10	7
	Column Comparisons		-																	
Other	% within column		9%	11%	8%	9%	10%	8%	7%	7%	11%	4%	3%	9%	36%	**	8%	11%	8%	9%
	Weighted counts		54	16	38	18	13	13	10	23	31	3	9	16	17		15	18	11	10
	Column Comparisons		-											b	A B C					
Effective Column n																				
			486	77	410	139	101	127	119	238	248	65	216	147	41	18	151	140	105	91
Unweighted base			660	104	556	189	137	173	161	323	337	88	293	199	55	25	205	190	142	123
Weighted base			610	148	462	187	128	157	137	319	290	84	275	180	47	22	191	167	143	109
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month using a provider other than Royal Mail, Parcelforce or Post Office counter services

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation				Rurality	
		Not working	Working	NET: England	NET: Scotland	N. Ireland	Urban	Rural	Unknown
QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?		11%	6%	9%	10%	9%	6%	11%	6%
Recommended by others		46	11	46	6	4	1	46	11
		10%	6%	8%	13%	5%	6%	11%	3%
Ability to select an express service		41	11	40	8	2	1	45	6
		7%	8%	7%	9%	11%	2%	8%	6%
Lower cost of insurance		30	14	34	5	4	0	34	10
		5%	17%	10%	4%	6%	12%	6%	14%
Other		22	32	47	3	2	2	28	26
Effective Column n		312	172	284	73	78	52	311	175
Unweighted base		423	233	385	99	106	70	422	238
Weighted base		419	186	491	61	41	17	427	183
Columns		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month using a provider other than Royal Mail, Parcelforce or Post Office counter services

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
I paid for the postage	% within column	91%	92%	91%	90%	92%	91%	91%	91%	91%	86%	92%	93%	89%	89%	91%
	Weighted counts	2,676	852	1,824	673	655	656	693	1,272	1,404	363	993	896	265	159	753
	Column Comparisons	-										a	A			
I used a pre-paid returns label	% within column	16%	12%	18%	17%	15%	17%	15%	14%	18%	17%	17%	13%	17%	17%	18%
	Weighted counts	464	107	357	126	103	123	112	193	271	72	181	129	52	31	150
	Column Comparisons	-		A						a						
I don't know	% within column	2%	1%	2%	2%	2%	2%	1%	2%	1%	4%	1%	1%	2%	4%	1%
	Weighted counts	50	14	36	12	15	12	11	30	20	17	11	8	7	6	10
	Column Comparisons	-									b C				c	
Effective Column n	% within column															
	Weighted counts	2,138	446	1,692	556	511	516	555	968	1,169	297	805	699	210	127	585
	Column Comparisons															
Unweighted base		2,976	621	2,355	774	711	718	773	1,348	1,628	414	1,120	973	292	177	815
Weighted base		2,934	929	2,005	749	709	718	758	1,390	1,544	422	1,076	959	298	178	831
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for?													
		% within column											**
I paid for the postage		Weighted counts	773	588	563	1,578	1,083	2,239	229	141	68	1,948	724
		Column Comparisons			b								
		% within column	15%	14%	16%	15%	16%	17%	16%	18%	16%	15%	**
I used a pre-paid returns label		Weighted counts	129	86	98	263	191	384	42	25	14	338	124
		Column Comparisons											
		% within column	2%	1%	2%	1%	2%	1%	3%	2%	1%	3%	**
I don't know		Weighted counts	16	9	15	22	28	43	2	4	1	29	21
		Column Comparisons											
		% within column											
Effective Column n		Weighted counts	629	449	475	1,222	902	1,347	284	274	232	1,429	705
		Column Comparisons											4
Unweighted base			875	625	661	1,701	1,256	1,875	396	382	323	1,990	981
Weighted base			843	632	628	1,706	1,207	2,463	243	154	75	2,125	804
Columns			B	C	D	A	B	A	B	C	D	A	B
													C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics													
			Methodology		Quarter				Gender		Age					
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Royal Mail Small Parcel 1st class: Signed For	% within column	36%	38%	35%	33%	38%	35%	39%	40%	33%	42%	46%	30%	21%	21%	
	Weighted counts	1,061	354	707	248	267	254	292	553	509	177	493	292	62	38	
	Column Comparisons	-							b		C D E	C D E	d e			
Royal Mail Small Parcel 1st class: Not Signed For	% within column	32%	36%	30%	37%	32%	31%	27%	29%	34%	27%	30%	33%	43%	31%	
	Weighted counts	939	335	604	277	230	224	208	410	529	115	328	314	128	55	
	Column Comparisons	-	b		d					a				A b c		
Royal Mail Small Parcel 2nd class: Signed For	% within column	16%	10%	19%	13%	17%	16%	18%	18%	14%	19%	19%	14%	10%	12%	
	Weighted counts	467	93	374	100	121	113	133	247	220	79	200	138	29	22	
	Column Comparisons	-		A					b		d	d				
Royal Mail Small Parcel 2nd class: Not Signed For	% within column	32%	18%	39%	36%	31%	27%	35%	30%	34%	34%	32%	32%	33%	32%	
	Weighted counts	952	165	787	273	219	196	264	423	529	144	340	311	100	58	
	Column Comparisons	-		A	c			c								
Royal Mail Medium Parcel 1st class : Signed For	% within column	18%	15%	20%	18%	22%	18%	17%	21%	16%	22%	24%	16%	9%	6%	
	Weighted counts	542	138	404	135	154	128	125	298	243	92	253	157	28	11	
	Column Comparisons	-		a					B		c D E	C D E	d e			
Royal Mail Medium Parcel 1st class : Not Signed For	% within column	19%	13%	22%	20%	19%	19%	19%	18%	20%	18%	19%	20%	22%	13%	
	Weighted counts	556	123	433	146	136	133	141	249	307	77	202	189	65	23	
	Column Comparisons	-		A												
Royal Mail Medium Parcel 2nd class: Signed For	% within column	11%	6%	13%	9%	13%	10%	12%	13%	9%	15%	14%	8%	5%	6%	
	Weighted counts	322	57	265	65	92	70	95	176	146	63	155	79	14	10	
	Column Comparisons	-		A					b		c D e	C D e				
Royal Mail Medium Parcel 2nd class: Not Signed For	% within column	19%	8%	24%	20%	16%	19%	19%	16%	21%	20%	19%	19%	16%	17%	
	Weighted counts	548	71	477	153	115	133	147	225	322	83	206	182	47	30	
	Column Comparisons	-		A						a						
Royal Mail Special Delivery: Guaranteed next day by 9am	% within column	8%	5%	10%	7%	10%	8%	7%	10%	7%	14%	12%	4%	3%	1%	
	Weighted counts	235	42	193	50	74	55	55	132	102	58	131	34	10	2	
	Column Comparisons	-		A					b		C D E	C D E				
Royal Mail Special Delivery: Guaranteed next day by 1pm	% within column	12%	6%	14%	9%	12%	11%	14%	12%	11%	15%	15%	10%	6%	3%	
	Weighted counts	339	60	279	68	87	78	105	166	173	63	161	92	17	6	
	Column Comparisons	-		A							c d E	c D E	e			
Other	% within column	1%	1%	1%	1%	0%	2%	1%	1%	1%	1%	1%	1%	2%	1%	
	Weighted counts	29	13	16	8	2	11	9	12	18	4	6	12	5	3	
			Column Comparisons	-												

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?		AB	C1	C2	DE	Work- ing	Not working							
Royal Mail Small Parcel 1st class: Signed For	% within column	37%	36%	38%	34%	41%	30%	37%	35%	32%	33%	39%	30%	**
	Weighted counts	305	301	239	216	696	357	903	84	49	24	820	237	
	Column Comparisons					B						B		
Royal Mail Small Parcel 1st class: Not Signed For	% within column	33%	32%	30%	32%	32%	32%	32%	29%	34%	32%	32%	33%	**
	Weighted counts	276	274	188	201	554	381	793	69	52	24	670	269	
	Column Comparisons													
Royal Mail Small Parcel 2nd class: Signed For	% within column	17%	15%	15%	15%	16%	15%	16%	15%	18%	16%	16%	16%	**
	Weighted counts	145	129	96	97	280	182	392	36	28	12	339	127	
	Column Comparisons													
Royal Mail Small Parcel 2nd class: Not Signed For	% within column	32%	32%	32%	36%	32%	34%	31%	38%	35%	40%	31%	36%	**
	Weighted counts	262	268	200	223	538	410	776	92	54	30	658	289	
	Column Comparisons											a		
Royal Mail Medium Parcel 1st class : Signed For	% within column	19%	16%	21%	18%	22%	13%	19%	17%	17%	16%	20%	14%	**
	Weighted counts	159	136	131	115	383	155	462	41	26	12	426	116	
	Column Comparisons					B						b		
Royal Mail Medium Parcel 1st class : Not Signed For	% within column	18%	18%	19%	20%	19%	19%	19%	19%	20%	19%	18%	20%	**
	Weighted counts	151	154	122	128	324	228	466	45	31	14	392	162	
	Column Comparisons													
Royal Mail Medium Parcel 2nd class: Signed For	% within column	12%	9%	14%	10%	13%	8%	11%	10%	11%	11%	11%	10%	**
	Weighted counts	100	72	85	64	219	97	273	24	17	8	241	81	
	Column Comparisons					B								
Royal Mail Medium Parcel 2nd class: Not Signed For	% within column	19%	19%	16%	21%	19%	18%	18%	20%	23%	24%	17%	22%	**
	Weighted counts	155	163	100	130	326	216	445	50	35	18	367	178	
	Column Comparisons											a		
Royal Mail Special Delivery: Guaranteed next day by 9am	% within column	10%	6%	9%	7%	10%	5%	8%	6%	6%	9%	9%	5%	**
	Weighted counts	85	51	56	43	175	58	205	14	9	7	191	42	
	Column Comparisons					B						b		
Royal Mail Special Delivery: Guaranteed next day by 1pm	% within column	11%	12%	13%	10%	14%	8%	11%	12%	14%	14%	12%	10%	**
	Weighted counts	88	105	85	61	239	97	277	30	21	10	263	76	
	Column Comparisons					B								
Other	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	**
	Weighted counts	11	10	4	5	19	10	23	3	2	1	21	8	
	Column Comparisons													

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
I don't remember the name of the Royal Mail product(s)	% within column	4%	2%	5%	3%	3%	5%	5%	5%	3%	6%	5%	3%	2%	4%
	Weighted counts	119	22	96	24	22	36	36	65	54	27	52	28	5	7
	Column Comparisons	-		a											
	% within column	7%	8%	7%	7%	7%	8%	7%	8%	7%	6%	7%	8%	6%	12%
None of the above	Weighted counts	212	76	137	52	51	59	50	108	104	26	72	75	19	21
	Column Comparisons	-													
	% within column	81%	81%	80%	83%	82%	77%	80%	80%	81%	81%	82%	79%	83%	76%
	Weighted counts	2,366	754	1,613	623	584	550	609	1,112	1,254	340	882	760	249	135
NET: Small Parcel	Column Comparisons	-		c											
	% within column	46%	32%	52%	46%	47%	46%	43%	45%	46%	46%	48%	47%	40%	34%
	Weighted counts	1,340	297	1,044	346	335	333	326	630	710	196	517	448	119	60
	Column Comparisons	-		A								e	e		
NET: Medium Parcel	% within column	69%	74%	66%	69%	71%	68%	66%	69%	68%	71%	72%	67%	67%	55%
	Weighted counts	2,011	689	1,321	514	503	492	501	962	1,048	299	774	639	199	98
	Column Comparisons	-	B								e	E	e		
	% within column	50%	30%	60%	51%	49%	47%	54%	49%	52%	56%	51%	49%	45%	54%
NET: 1st class	Weighted counts	1,478	278	1,200	385	351	336	407	682	796	235	545	467	134	97
	Column Comparisons	-		A											
	% within column	50%	50%	50%	47%	51%	50%	52%	54%	46%	57%	58%	46%	32%	33%
	Weighted counts	1,458	462	996	350	359	356	394	754	705	241	624	439	96	58
NET: 2nd class	Column Comparisons	-		A					B		c D E	C D E	D e		
	% within column	58%	51%	61%	63%	57%	54%	57%	54%	61%	53%	53%	60%	71%	64%
	Weighted counts	1,695	476	1,219	471	401	391	433	755	940	224	569	576	213	114
	Column Comparisons	-		A	c				a				b	A B c	b
NET: Signed For	% within column	19%	11%	22%	15%	22%	17%	20%	21%	17%	25%	26%	13%	9%	4%
	Weighted counts	545	100	445	115	153	123	154	287	259	107	280	124	27	8
	Column Comparisons	-		A		a			b		C D E	C D E	e		
	% within column														
Effective Column n	Weighted counts	2,138	446	1,692	556	511	516	555	968	1,169	297	805	699	210	127
Unweighted base	Column Comparisons														
	% within column														
Unweighted base	Weighted counts	2,976	621	2,355	774	711	718	773	1,348	1,628	414	1,120	973	292	177
Weighted base	Column Comparisons														
	% within column														
Weighted base	Weighted counts	2,934	929	2,005	749	709	718	758	1,390	1,544	422	1,076	959	298	178

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?														
I don't remember the name of the Royal Mail product(s)	% within column	5%	3%	5%	3%	4%	4%	4%	6%	5%	3%	4%	5%	**
	Weighted counts	38	27	33	21	70	45	95	14	7	3	75	44	
	Column Comparisons													
None of the above	% within column	6%	6%	8%	10%	7%	8%	7%	8%	7%	7%	7%	8%	**
	Weighted counts	47	55	52	60	113	99	176	20	11	5	148	64	
	Column Comparisons													
NET: Small Parcel	% within column	82%	83%	78%	79%	81%	80%	81%	78%	81%	83%	82%	78%	**
	Weighted counts	677	697	493	499	1,387	966	1,989	190	125	62	1,735	626	
	Column Comparisons													
NET: Medium Parcel	% within column	46%	44%	48%	47%	48%	42%	46%	46%	47%	47%	45%	47%	**
	Weighted counts	379	367	301	294	825	505	1,121	112	73	35	961	377	
	Column Comparisons					b								
NET: 1st class	% within column	70%	68%	69%	67%	72%	63%	69%	62%	66%	66%	70%	63%	**
	Weighted counts	578	577	438	419	1,233	762	1,710	150	102	49	1,497	510	
	Column Comparisons					B						b		
NET: 2nd class	% within column	51%	50%	48%	52%	49%	52%	50%	53%	54%	58%	48%	55%	**
	Weighted counts	425	425	303	325	839	627	1,222	129	84	43	1,029	444	
	Column Comparisons												a	
NET: Signed For	% within column	52%	49%	51%	47%	54%	43%	51%	44%	45%	47%	52%	43%	**
	Weighted counts	429	410	323	296	929	516	1,245	108	70	35	1,108	346	
	Column Comparisons					B						B		
NET: Not Signed For	% within column	58%	60%	54%	58%	56%	61%	57%	56%	63%	64%	56%	62%	**
	Weighted counts	479	507	344	366	953	733	1,415	136	96	48	1,192	499	
	Column Comparisons							a					a	
NET: Special Delivery	% within column	19%	18%	22%	16%	23%	12%	19%	17%	19%	21%	20%	14%	**
	Weighted counts	160	149	138	99	390	150	459	41	29	16	431	113	
	Column Comparisons					B						b		
Effective Column n														
		585	629	449	475	1,222	902	1,347	284	274	232	1,429	705	4
Unweighted base		815	875	625	661	1,701	1,256	1,875	396	382	323	1,990	981	5
Weighted base		831	843	632	628	1,706	1,207	2,463	243	154	75	2,125	804	5

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 5 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month?	Demographics												
	SEG				Working status		UK nation				Rurality		
	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
	A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels in the previous month
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 6 of 4

		QD10a: List of factors people consider when sending parcels						
		This is a 'great to have' – makes a difference and mandatory to me – a must have	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T-2B)	Weighted Base	
Guaranteed delivery to recipient's door	% within row	41%	38%	16%	4%	1%	79%	
	Weighted counts	1,330	1,254	536	132	17	2,583	
Proof of postage/dispatch	% within row	41%	38%	17%	4%	1%	79%	
	Weighted counts	1,350	1,228	546	118	26	2,578	
Proof of receipt/delivery	% within row	39%	37%	18%	5%	1%	77%	
	Weighted counts	1,282	1,220	596	148	22	2,502	
Low cost	% within row	30%	47%	19%	4%	1%	76%	
	Weighted counts	972	1,526	623	129	19	2,498	
Guarantee that the parcel will arrive on time	% within row	35%	40%	19%	5%	1%	75%	
	Weighted counts	1,131	1,312	628	154	43	2,444	
Same price to send to anywhere within the UK	% within row	31%	44%	20%	6%	1%	74%	
	Weighted counts	997	1,422	638	180	31	2,419	
Fast delivery	% within row	25%	46%	23%	5%	1%	71%	
	Weighted counts	822	1,504	751	166	24	2,327	
Ability to track the delivery	% within row	28%	42%	23%	6%	1%	70%	
	Weighted counts	899	1,386	761	189	32	2,286	
Convenient options for me to drop the parcel off	% within row	19%	43%	27%	9%	2%	62%	
	Weighted counts	633	1,392	880	308	55	2,025	
Insurance against damage or loss	% within row	24%	38%	28%	9%	1%	62%	
	Weighted counts	778	1,252	917	278	43	2,030	
Convenient options for the recipient to accept the delivery	% within row	17%	43%	30%	8%	1%	61%	
	Weighted counts	566	1,420	994	251	37	1,986	
Ability to choose an express or next day service	% within row	18%	41%	30%	10%	1%	59%	
	Weighted counts	591	1,347	981	313	35	1,939	
Daily collection service	% within row	22%	35%	30%	12%	2%	57%	
	Weighted counts	707	1,147	968	393	53	1,855	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

		QD10a: List of factors people consider when sending parcels						
		This is a 'great to have' – makes a difference to me – a mandatory to have	This is a 'nice to have' , but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T-2B)	Weighted Base	
Ability to select a specific date/time for delivery	% within row	12%	39%	33%	14%	2%	51%	
	Weighted counts	407	1,262	1,074	466	59	3,268	
Convenient options for the operator pick the parcel up from me	% within row	13%	32%	32%	19%	4%	45%	
	Weighted counts	428	1,033	1,056	632	120	3,268	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10a_1: List of factors people consider when sending parcels... Low cost		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	30%	29%	30%	33%	29%	28%	29%	25%	34%	30%	29%	31%	27%
	Weighted counts	972	297	676	272	233	221	247	396	576	142	347	329	92
	Column Comparisons	-								A				
This is a 'great to have' – makes a difference and can sway my decision	% within column	47%	46%	47%	42%	47%	51%	47%	47%	47%	48%	47%	48%	48%
	Weighted counts	1,526	472	1,053	351	373	408	395	727	798	226	549	513	163
	Column Comparisons	-					a				e	e	e	e
This is a 'nice to have', but I can live without it being offered	% within column	19%	20%	18%	20%	18%	18%	19%	21%	17%	16%	19%	17%	21%
	Weighted counts	623	210	413	170	144	147	162	334	288	76	228	188	71
	Column Comparisons	-							b					
This is not important to me – don't mind if not offered	% within column	4%	5%	4%	4%	5%	3%	4%	5%	3%	5%	4%	4%	3%
	Weighted counts	129	48	81	31	42	24	32	85	44	21	45	42	11
	Column Comparisons	-							B					
This is a negative to me	% within column	1%	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%
	Weighted counts	19	4	15	7	4	2	6	13	6	3	9	4	0
	Column Comparisons	-												
NET: Important (T2B)	% within column	76%	75%	77%	75%	76%	78%	76%	72%	80%	78%	76%	78%	76%
	Weighted counts	2,498	769	1,729	623	606	628	641	1,123	1,375	367	896	841	256
	Column Comparisons	-								A	e	e	e	
Effective Column n	% within column													
	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247
	Column Comparisons													
Unweighted base		3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343
Weighted base		3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QD10a_1: List of factors people consider when sending parcels... Low cost		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	30%	24%	31%	30%	35%	28%	31%	29%	28%	36%	35%	30%	30%
	Weighted counts	62	225	294	208	245	523	438	807	75	62	29	700	272
	Column Comparisons			a		A								
This is a 'great to have' – makes a difference and can sway my decision	% within column	36%	48%	44%	49%	46%	48%	45%	47%	47%	44%	45%	48%	44%
	Weighted counts	75	450	415	339	321	895	622	1,286	128	74	37	1,130	393
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	28%	21%	21%	17%	17%	19%	19%	19%	21%	16%	17%	19%	20%
	Weighted counts	59	193	196	116	118	351	266	525	56	28	14	439	179
	Column Comparisons	a b c												
This is not important to me – don't mind if not offered	% within column	5%	6%	3%	4%	3%	4%	4%	4%	4%	3%	2%	4%	5%
	Weighted counts	10	56	27	27	18	72	57	111	11	5	2	83	46
	Column Comparisons		b d											
This is a negative to me	% within column	2%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	0%	1%
	Weighted counts	4	5	6	4	3	10	8	16	1	1	1	10	7
	Column Comparisons													
NET: Important (T2B)	% within column	65%	73%	76%	79%	80%	77%	76%	76%	75%	80%	80%	77%	74%
	Weighted counts	137	675	709	547	566	1,418	1,059	2,093	203	136	66	1,830	665
	Column Comparisons					a							c	c
Effective Column n	% within column													
	Weighted counts	150	652	703	495	537	1,320	1,049	1,504	317	304	262	1,595	786
	Column Comparisons													
Unweighted base		208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base		210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD10a_1: List of factors people consider when sending parcels... Low cost		Demo...
		Rurality
		Unkn-own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	6
	Column Comparisons	
Unweighted base		8
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics												
			Methodology		Quarter				Gender		Age				
QD10a_2: List of factors people consider when sending parcels... Guarantee that the parcel will arrive on time			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	35%	45%	30%	33%	34%	39%	33%	32%	37%	43%	36%	34%	32%	
	Weighted counts	1,131	460	672	278	270	309	274	500	631	202	422	361	108	
	Column Comparisons	-	B							a	b c d E	E	E	e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	36%	42%	39%	40%	38%	44%	39%	42%	38%	40%	42%	39%	
	Weighted counts	1,312	372	940	324	319	302	368	601	711	177	471	446	131	
	Column Comparisons	-		a											
This is a 'nice to have', but I can live without it being offered	% within column	19%	13%	22%	22%	19%	16%	19%	22%	17%	15%	18%	19%	22%	
	Weighted counts	628	132	496	187	154	128	160	343	285	71	210	209	74	
	Column Comparisons	-		A	c				B						
This is not important to me – don't mind if not offered	% within column	5%	4%	5%	4%	5%	6%	4%	6%	4%	2%	5%	5%	7%	
	Weighted counts	154	43	110	31	42	46	34	91	62	11	57	48	23	
	Column Comparisons	-							b						
This is a negative to me	% within column	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	
	Weighted counts	43	23	20	11	10	16	5	20	23	7	17	10	2	
	Column Comparisons	-	b												
NET: Important (T2B)	% within column	75%	81%	72%	72%	74%	76%	76%	71%	78%	81%	76%	75%	71%	
	Weighted counts	2,444	832	1,612	603	589	611	641	1,101	1,342	379	893	807	239	
	Column Comparisons	-	B							A	d E	E	E		
Effective Column n	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247	
	Column Comparisons														
Unweighted base		3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343	
Weighted base		3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics												
			Age	SEG				Working status		UK nation			Rurality		
QD10a_2: List of factors people consider when sending parcels...			75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Guarantee that the parcel will arrive on time			18%	34%	35%	35%	35%	37%	32%	35%	33%	33%	33%	36%	31%
This is mandatory to me – a must have	% within column		18%	34%	35%	35%	35%	37%	32%	35%	33%	33%	33%	36%	31%
	Weighted counts		38	314	326	245	246	683	439	958	90	57	27	845	282
	Column Comparisons							b							
This is a 'great to have' – makes a difference and can sway my decision			42%	39%	38%	42%	43%	39%	42%	39%	45%	43%	46%	40%	42%
	% within column		42%	39%	38%	42%	43%	39%	42%	39%	45%	43%	46%	40%	42%
	Weighted counts		87	366	357	290	300	722	585	1,078	123	73	38	937	373
	Column Comparisons														
This is a 'nice to have', but I can live without it being offered			30%	19%	21%	18%	18%	18%	21%	20%	15%	17%	17%	18%	22%
	% within column		30%	19%	21%	18%	18%	18%	21%	20%	15%	17%	17%	18%	22%
	Weighted counts		64	180	198	124	127	334	291	545	40	29	14	430	194
	Column Comparisons		A b c												
This is not important to me – don't mind if not offered			6%	5%	5%	4%	4%	5%	4%	4%	6%	7%	4%	5%	4%
	% within column		6%	5%	5%	4%	4%	5%	4%	4%	6%	7%	4%	5%	4%
	Weighted counts		13	48	50	30	25	86	61	123	17	11	3	115	39
	Column Comparisons														
This is a negative to me			3%	2%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	1%
	% within column		3%	2%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	1%
	Weighted counts		7	21	9	6	7	26	15	41	1	0	1	35	8
	Column Comparisons														
NET: Important (T2B)			60%	73%	73%	77%	77%	76%	74%	74%	78%	76%	79%	75%	73%
	% within column		60%	73%	73%	77%	77%	76%	74%	74%	78%	76%	79%	75%	73%
	Weighted counts		126	680	682	535	546	1,405	1,023	2,036	212	130	65	1,783	656
	Column Comparisons														
Effective Column n			150	652	703	495	537	1,320	1,049	1,504	317	304	262	1,595	786
	% within column														
	Weighted counts														
	Column Comparisons														
Unweighted base			208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base			210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QD10a_2: List of factors people consider when sending parcels...		
Guarantee that the parcel will arrive on time	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	6
	Column Comparisons	
Unweighted base		8
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QD10a_3: List of factors people consider when sending parcels...														
Ability to track the delivery														
This is mandatory to me – a must have	% within column	28%	37%	23%	26%	28%	31%	26%	27%	28%	30%	31%	29%	16%
	Weighted counts	899	386	514	213	221	244	222	422	477	139	360	313	55
	Column Comparisons	-	B								D e	D E	D e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	42%	39%	44%	44%	42%	41%	43%	40%	45%	42%	43%	43%	48%
	Weighted counts	1,386	406	980	363	338	327	359	621	765	197	501	464	162
	Column Comparisons	-		a						a	e	e	e	e
This is a 'nice to have', but I can live without it being offered	% within column	23%	16%	27%	25%	22%	22%	24%	25%	22%	21%	22%	22%	27%
	Weighted counts	761	168	593	208	172	178	204	388	373	97	257	236	91
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	6%	6%	6%	5%	7%	5%	5%	7%	5%	7%	4%	5%	8%
	Weighted counts	189	58	131	44	56	43	46	104	85	35	45	57	28
	Column Comparisons	-									b			b
This is a negative to me	% within column	1%	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%	0%	0%
	Weighted counts	32	13	19	4	9	9	10	19	13	2	16	5	1
	Column Comparisons	-												
NET: Important (T2B)	% within column	70%	77%	67%	69%	70%	71%	69%	67%	73%	72%	73%	72%	64%
	Weighted counts	2,286	792	1,494	576	559	571	580	1,044	1,242	335	860	777	217
	Column Comparisons	-	B							a	E	d E	d E	E
Effective Column n	% within column													
	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247
Column Comparisons														
Unweighted base		3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343
Weighted base		3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG			Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
QD10a_3: List of factors people consider when sending parcels...														
Ability to track the delivery														
This is mandatory to me – a must have	% within column	16%	28%	28%	29%	25%	30%	24%	28%	23%	27%	28%	29%	23%
	Weighted counts	33	261	264	202	173	562	330	768	62	47	23	693	203
	Column Comparisons						B						b	
This is a 'great to have' – makes a difference and can sway my decision	% within column	30%	41%	41%	43%	46%	42%	44%	42%	47%	45%	45%	42%	44%
	Weighted counts	63	379	389	297	322	772	606	1,146	126	77	37	995	390
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	38%	23%	25%	21%	23%	22%	25%	24%	22%	21%	22%	22%	26%
	Weighted counts	80	217	235	147	161	413	344	648	60	35	18	524	233
	Column Comparisons	A B C												
This is not important to me – don't mind if not offered	% within column	12%	7%	5%	6%	6%	5%	7%	6%	7%	6%	5%	5%	8%
	Weighted counts	25	61	44	39	45	90	98	157	18	10	4	122	68
	Column Comparisons	B c						a						
This is a negative to me	% within column	4%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%
	Weighted counts	9	11	7	10	4	14	13	26	4	1	1	29	3
	Column Comparisons	a b C d												
NET: Important (T2B)	% within column	46%	69%	70%	72%	70%	72%	67%	70%	70%	73%	72%	71%	66%
	Weighted counts	96	640	653	498	495	1,334	936	1,914	188	124	60	1,688	593
	Column Comparisons						b						b	
Effective Column n	% within column													
	Weighted counts	150	652	703	495	537	1,320	1,049	1,504	317	304	262	1,595	786
	Column Comparisons													
Unweighted base		208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base		210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QD10a_3: List of factors people consider when sending parcels...		Unkn-
Ability to track the delivery		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	6
	Column Comparisons	
Unweighted base		8
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD10a_4: List of factors people consider when sending parcels... Ability to choose an express or next day service		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	18%	29%	13%	17%	20%	18%	18%	17%	19%	23%	21%	16%	12%
	Weighted counts	591	299	292	142	157	143	149	266	325	106	245	175	41
	Column Comparisons	-	B								c d e	c d e		
This is a 'great to have' – makes a difference and can sway my decision	% within column	41%	47%	39%	40%	40%	43%	42%	40%	42%	42%	41%	42%	43%
	Weighted counts	1,347	483	865	332	316	345	354	621	726	199	479	456	144
	Column Comparisons	-	B											
This is a 'nice to have', but I can live without it being offered	% within column	30%	18%	35%	34%	29%	28%	29%	31%	29%	28%	29%	30%	32%
	Weighted counts	981	188	793	281	229	226	245	486	496	132	346	321	107
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	10%	6%	11%	8%	10%	10%	10%	10%	9%	5%	8%	11%	13%
	Weighted counts	313	57	256	68	82	77	87	160	153	24	93	116	44
	Column Comparisons	-		A									a	a b
This is a negative to me	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	35	3	31	8	11	10	6	22	13	7	14	6	2
	Column Comparisons	-		a										
NET: Important (T2B)	% within column	59%	76%	52%	57%	60%	61%	60%	57%	61%	65%	62%	59%	55%
	Weighted counts	1,939	782	1,157	474	474	488	503	887	1,051	305	725	632	185
	Column Comparisons	-	B							a	d E	E	e	
Effective Column n	% within column													
	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247
	Column Comparisons													
	Unweighted base	3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343
Weighted base		3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338
	Columns	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10a_4: List of factors people consider when sending parcels...														
Ability to choose an express or next day service														
This is mandatory to me – a must have	% within column	11%	19%	18%	20%	14%	21%	15%	19%	13%	16%	16%	19%	16%
	Weighted counts	23	180	168	141	102	380	207	515	36	27	13	445	145
	Column Comparisons						B							
This is a 'great to have' – makes a difference and can sway my decision	% within column	33%	41%	41%	43%	39%	42%	41%	40%	47%	45%	43%	42%	40%
	Weighted counts	69	385	389	298	276	769	574	1,107	128	77	35	984	362
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	36%	30%	30%	26%	34%	29%	32%	30%	30%	29%	30%	29%	32%
	Weighted counts	76	276	279	183	243	533	438	828	80	50	25	694	283
	Column Comparisons					c								
This is not important to me – don't mind if not offered	% within column	17%	9%	10%	10%	11%	8%	11%	10%	9%	9%	11%	9%	11%
	Weighted counts	36	82	90	66	75	150	158	265	25	15	9	217	94
	Column Comparisons	A B c						a						
This is a negative to me	% within column	2%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%
	Weighted counts	5	6	12	7	10	19	13	31	1	2	1	21	12
	Column Comparisons													
NET: Important (T2B)	% within column	44%	61%	59%	63%	54%	62%	56%	59%	61%	61%	58%	61%	56%
	Weighted counts	92	565	557	438	378	1,149	781	1,622	165	104	48	1,429	507
	Column Comparisons		d		d		b							
Effective Column n	% within column													
	Weighted counts	150	652	703	495	537	1,320	1,049	1,504	317	304	262	1,595	786
	Column Comparisons													
Unweighted base		208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base		210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demo...
			Rurality
			Unkn- own
QD10a_4: List of factors people consider when sending parcels...			
Ability to choose an express or next day service	% within column		**
This is mandatory to me – a must have	Weighted counts		
	Column Comparisons		
	% within column		**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts		
	Column Comparisons		
	% within column		**
This is a 'nice to have', but I can live without it being offered	Weighted counts		
	Column Comparisons		
	% within column		**
This is not important to me – don't mind if not offered	Weighted counts		
	Column Comparisons		
	% within column		**
This is a negative to me	Weighted counts		
	Column Comparisons		
	% within column		**
NET: Important (T2B)	Weighted counts		
	Column Comparisons		
	% within column		
Effective Column n	Weighted counts	6	
	Column Comparisons		
Unweighted base		8	
Weighted base		9	
Columns		C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD10a_5: List of factors people consider when sending parcels... Ability to select a specific date/time for delivery		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	12%	18%	10%	10%	14%	13%	12%	12%	12%	16%	14%	13%	6%
	Weighted counts	407	189	218	82	115	108	102	194	213	76	164	135	21
	Column Comparisons	-	B								D e	d e	d e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	39%	45%	36%	39%	39%	39%	38%	36%	41%	45%	43%	37%	31%
	Weighted counts	1,262	462	800	323	310	313	316	563	699	211	501	400	104
	Column Comparisons	-	B							a	c D E	c d E	E	
This is a 'nice to have', but I can live without it being offered	% within column	33%	24%	37%	34%	33%	31%	34%	33%	33%	28%	31%	34%	38%
	Weighted counts	1,074	249	825	279	262	251	282	515	559	131	364	370	127
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	14%	11%	16%	16%	11%	14%	15%	16%	12%	10%	11%	14%	22%
	Weighted counts	466	113	353	134	91	112	128	255	211	45	133	154	74
	Column Comparisons	-		a					b				a	A B c
This is a negative to me	% within column	2%	2%	2%	2%	2%	2%	1%	2%	2%	1%	1%	1%	3%
	Weighted counts	59	17	42	14	17	17	12	27	32	6	17	15	11
	Column Comparisons	-												
NET: Important (T2B)	% within column	51%	63%	45%	49%	53%	53%	50%	49%	53%	61%	56%	50%	37%
	Weighted counts	1,669	652	1,018	404	425	421	419	758	911	287	665	535	125
	Column Comparisons	-	B							a	C D E	c D E	D E	
Effective Column n	% within column													
	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247
	Column Comparisons													
	Unweighted base	3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343
Weighted base		3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338
	Columns	A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10a_5: List of factors people consider when sending parcels...														
Ability to select a specific date/time for delivery		6%	14%	12%	12%	11%	14%	10%	13%	12%	13%	9%	14%	9%
This is mandatory to me – a must have	% within column	12	131	116	83	77	266	138	345	33	22	7	321	83
	Weighted counts													
	Column Comparisons						b						b	
This is a 'great to have' – makes a difference and can sway my decision	% within column	22%	38%	37%	43%	37%	41%	35%	39%	37%	33%	37%	41%	32%
	Weighted counts	45	352	350	297	263	766	487	1,074	101	56	31	977	283
	Column Comparisons						b						B	
This is a 'nice to have', but I can live without it being offered	% within column	39%	33%	32%	32%	35%	31%	35%	32%	34%	37%	40%	30%	40%
	Weighted counts	82	303	303	219	248	578	490	887	91	64	33	712	360
	Column Comparisons							a						A
This is not important to me – don't mind if not offered	% within column	29%	13%	16%	12%	15%	12%	18%	14%	16%	14%	13%	13%	17%
	Weighted counts	60	125	152	86	103	216	245	388	44	23	11	309	154
	Column Comparisons	A B C						A						a
This is a negative to me	% within column	5%	2%	2%	1%	2%	1%	2%	2%	1%	3%	1%	2%	2%
	Weighted counts	10	17	17	10	15	26	31	51	2	5	1	43	16
	Column Comparisons	a b c												
NET: Important (T2B)	% within column	27%	52%	50%	55%	48%	56%	45%	52%	49%	46%	46%	55%	41%
	Weighted counts	57	483	466	379	340	1,032	625	1,419	133	78	38	1,298	366
	Column Comparisons						B						B	
Effective Column n	% within column													
	Weighted counts	150	652	703	495	537	1,320	1,049	1,504	317	304	262	1,595	786
	Column Comparisons													
Unweighted base		208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base		210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QD10a_5: List of factors people consider when sending parcels...		Unkn-
Ability to select a specific date/time for delivery		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	6
	Column Comparisons	
Unweighted base		8
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10a_6: List of factors people consider when sending parcels... Fast delivery		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	25%	34%	21%	26%	25%	25%	24%	25%	25%	30%	29%	24%	17%
	Weighted counts	822	350	473	213	200	204	205	395	427	139	340	253	59
	Column Comparisons	-	B								c d E	c D E	e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	46%	48%	45%	46%	46%	44%	48%	40%	51%	45%	46%	49%	44%
	Weighted counts	1,504	492	1,012	379	367	354	404	629	875	212	537	524	150
	Column Comparisons	-								A				
This is a 'nice to have', but I can live without it being offered	% within column	23%	14%	27%	24%	23%	23%	21%	27%	20%	20%	21%	23%	30%
	Weighted counts	751	143	608	200	184	188	180	415	336	91	242	245	102
	Column Comparisons	-		A					B					a b c
This is not important to me – don't mind if not offered	% within column	5%	4%	6%	4%	5%	5%	6%	6%	4%	4%	4%	4%	8%
	Weighted counts	166	41	125	31	43	43	49	100	66	20	47	48	27
	Column Comparisons	-							b					b
This is a negative to me	% within column	1%	0%	1%	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%
	Weighted counts	24	4	20	9	1	12	2	16	8	6	11	5	1
	Column Comparisons	-												
NET: Important (T2B)	% within column	71%	82%	66%	71%	71%	70%	72%	66%	76%	75%	75%	72%	62%
	Weighted counts	2,327	842	1,485	592	567	559	609	1,024	1,303	351	878	777	209
	Column Comparisons	-	B							A	d E	D E	d E	
Effective Column n	% within column													
	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247
Column Comparisons														
Unweighted base		3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343
Weighted base		3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QD10a_6: List of factors people consider when sending parcels... Fast delivery		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	15%	25%	23%	29%	25%	28%	21%	25%	22%	26%	25%	26%	22%
	Weighted counts	32	231	216	201	175	524	289	697	60	44	21	619	201
	Column Comparisons						B							
This is a 'great to have' – makes a difference and can sway my decision	% within column	38%	46%	46%	45%	47%	46%	47%	46%	52%	43%	46%	46%	45%
	Weighted counts	80	427	430	314	334	852	649	1,253	140	73	38	1,098	405
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	34%	23%	25%	20%	22%	21%	26%	23%	21%	24%	23%	22%	26%
	Weighted counts	72	213	239	142	157	381	360	634	57	40	19	519	229
	Column Comparisons	A B c						a						
This is not important to me – don't mind if not offered	% within column	12%	6%	5%	4%	5%	4%	6%	5%	4%	7%	4%	5%	6%
	Weighted counts	25	53	48	30	36	83	83	140	11	11	4	107	56
	Column Comparisons	a B C												
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%
	Weighted counts	2	6	7	8	4	11	9	21	1	1	1	18	5
	Column Comparisons													
NET: Important (T2B)	% within column	53%	71%	69%	74%	72%	74%	67%	71%	74%	69%	71%	73%	68%
	Weighted counts	112	657	645	515	509	1,376	938	1,950	201	117	59	1,718	606
	Column Comparisons						B						b c	c
Effective Column n	% within column													
	Weighted counts	150	652	703	495	537	1,320	1,049	1,504	317	304	262	1,595	786
	Column Comparisons													
Unweighted base		208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base		210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demo...
			Rurality
QD10a_6: List of factors people consider when sending parcels... Fast delivery			Unkn-own
	% within column		**
This is mandatory to me – a must have	Weighted counts		
	Column Comparisons		
	% within column		**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts		
	Column Comparisons		
	% within column		**
This is a 'nice to have', but I can live without it being offered	Weighted counts		
	Column Comparisons		
	% within column		**
This is not important to me – don't mind if not offered	Weighted counts		
	Column Comparisons		
	% within column		**
This is a negative to me	Weighted counts		
	Column Comparisons		
	% within column		**
NET: Important (T2B)	Weighted counts		
	Column Comparisons		
	% within column		
Effective Column n	Weighted counts	6	
	Column Comparisons		
Unweighted base		8	
Weighted base		9	
Columns		C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics												
			Methodology			Quarter				Gender		Age			
						Q1	Q2	Q3	Q4			16-24	25-44	45-64	65-74
QD10a_7: List of factors people consider when sending parcels...			Total	CAPI	Online	2017	2017	2017	2017	Male	Female	years	years	years	years
Convenient options for me to drop the parcel off															
This is mandatory to me – a must have	% within column	19%	28%	15%	19%	20%	20%	19%	19%	20%	19%	22%	19%	15%	
	Weighted counts	633	290	343	157	155	163	158	297	337	87	255	209	50	
	Column Comparisons	-	B												
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	46%	41%	40%	44%	44%	42%	41%	44%	43%	46%	43%	37%	
	Weighted counts	1,392	472	919	335	352	350	355	642	750	203	543	465	124	
	Column Comparisons	-	b								e	d E	E		
This is a 'nice to have', but I can live without it being offered	% within column	27%	19%	31%	29%	23%	27%	28%	28%	26%	27%	24%	26%	32%	
	Weighted counts	880	196	684	241	185	217	237	429	451	128	284	279	107	
	Column Comparisons	-		A										b	
This is not important to me – don't mind if not offered	% within column	9%	6%	11%	11%	11%	7%	9%	11%	8%	9%	7%	10%	15%	
	Weighted counts	308	62	246	88	89	56	75	164	144	42	82	103	51	
	Column Comparisons	-		A										B c	
This is a negative to me	% within column	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	1%	
	Weighted counts	55	9	46	11	13	16	15	24	31	9	13	19	5	
	Column Comparisons	-		a											
NET: Important (T2B)	% within column	62%	74%	56%	59%	64%	64%	61%	60%	63%	62%	68%	63%	52%	
	Weighted counts	2,025	763	1,263	492	508	512	513	939	1,086	289	799	674	175	
	Column Comparisons	-	B								d E	c D E	d E		
Effective Column n	% within column														
	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247	
	Column Comparisons														
Unweighted base			3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343
Weighted base			3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Age	SEG				Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QD10a_7: List of factors people consider when sending parcels...		% within column	15%	21%	21%	19%	16%	21%	17%	20%	15%	19%	15%	17%	
Convenient options for me to drop the parcel off		Weighted counts	32	193	194	132	114	394	235	550	40	32	12	480	153
This is mandatory to me – a must have		Column Comparisons					b								
		% within column	27%	43%	41%	45%	42%	45%	40%	42%	45%	44%	43%	44%	39%
This is a 'great to have' – makes a difference and can sway my decision		Weighted counts	56	400	382	310	299	824	559	1,161	121	74	36	1,043	346
		Column Comparisons					b						b		
		% within column	40%	25%	27%	27%	29%	25%	30%	27%	31%	25%	32%	25%	31%
This is a 'nice to have', but I can live without it being offered		Weighted counts	83	233	255	190	203	454	414	728	83	42	27	593	282
		Column Comparisons	a B c					a						a	
		% within column	14%	10%	9%	8%	11%	8%	11%	10%	9%	9%	9%	9%	11%
This is not important to me – don't mind if not offered		Weighted counts	29	90	88	55	75	154	154	262	23	16	7	209	98
		Column Comparisons	b					a							
		% within column	5%	1%	2%	1%	2%	1%	2%	2%	1%	3%	2%	2%	2%
This is a negative to me		Weighted counts	10	13	19	9	14	25	27	45	3	6	1	37	18
		Column Comparisons	b												
		% within column	42%	64%	61%	64%	59%	66%	57%	62%	59%	62%	57%	65%	56%
NET: Important (T2B)		Weighted counts	88	593	577	441	413	1,218	794	1,711	161	106	48	1,524	499
		Column Comparisons					B						B		
		% within column													
Effective Column n		Weighted counts	150	652	703	495	537	1,320	1,049	1,504	317	304	262	1,595	786
		Column Comparisons													
Unweighted base			208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base			210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QD10a_7: List of factors people consider when sending parcels...		
Convenient options for me to drop the parcel off	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	6
	Column Comparisons	
Unweighted base		8
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD10a_8: List of factors people consider when sending parcels... Convenient options for the operator pick the parcel up from me		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	13%	20%	10%	14%	13%	14%	12%	12%	14%	14%	13%	14%	11%
	Weighted counts	428	206	222	115	103	111	98	194	233	65	150	155	37
	Column Comparisons	-	B											
This is a 'great to have' – makes a difference and can sway my decision	% within column	32%	34%	31%	31%	36%	29%	31%	30%	33%	38%	37%	30%	20%
	Weighted counts	1,033	351	683	261	283	228	261	472	561	176	432	323	68
	Column Comparisons	-									c D E	c D E	d E	
This is a 'nice to have', but I can live without it being offered	% within column	32%	25%	36%	31%	28%	36%	34%	33%	32%	32%	33%	30%	35%
	Weighted counts	1,056	259	797	256	223	289	288	516	540	148	393	318	119
	Column Comparisons	-		A			b							
This is not important to me – don't mind if not offered	% within column	19%	17%	21%	20%	20%	17%	20%	20%	19%	15%	14%	22%	27%
	Weighted counts	632	172	460	169	162	134	166	314	318	69	171	239	91
	Column Comparisons	-		a									a B	A B
This is a negative to me	% within column	4%	4%	3%	4%	3%	5%	3%	4%	4%	2%	3%	4%	7%
	Weighted counts	120	43	77	30	24	38	27	59	61	10	32	39	22
	Column Comparisons	-												a b
NET: Important (T2B)	% within column	45%	54%	40%	45%	49%	42%	43%	43%	46%	52%	49%	44%	31%
	Weighted counts	1,461	557	904	376	386	339	360	666	795	241	583	478	105
	Column Comparisons	-	B								c D E	D E	D E	
Effective Column n	% within column													
	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247
	Column Comparisons													
	Unweighted base	3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343
Weighted base														
	3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338	
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10a_8: List of factors people consider when sending parcels...														
Convenient options for the operator pick the parcel up from me		% within column	9%	13%	12%	14%	14%	12%	14%	10%	10%	10%	14%	10%
This is mandatory to me – a must have		Weighted counts	20	117	117	98	260	165	374	28	17	8	335	92
		Column Comparisons											b	
This is a 'great to have' – makes a difference and can sway my decision		% within column	16%	30%	31%	35%	31%	28%	32%	30%	33%	32%	33%	28%
		Weighted counts	34	274	295	244	221	640	387	870	80	56	776	255
		Column Comparisons					B							
This is a 'nice to have', but I can live without it being offered		% within column	37%	32%	30%	32%	35%	31%	32%	37%	32%	38%	32%	34%
		Weighted counts	77	301	285	220	250	577	470	869	100	55	745	307
		Column Comparisons												
This is not important to me – don't mind if not offered		% within column	30%	20%	23%	16%	16%	17%	22%	19%	21%	20%	17%	22%
		Weighted counts	62	190	214	113	115	318	306	526	57	35	429	201
		Column Comparisons	A B		c d			a						
This is a negative to me		% within column	8%	5%	3%	3%	3%	4%	4%	2%	4%	3%	3%	5%
		Weighted counts	16	46	29	21	23	56	62	105	5	7	77	42
		Column Comparisons	a b											
NET: Important (T2B)		% within column	26%	42%	44%	49%	45%	49%	40%	45%	40%	43%	41%	39%
		Weighted counts	54	391	411	341	317	900	553	1,244	109	74	34	1,111
		Column Comparisons					B						B	
Effective Column n		% within column												
		Weighted counts	150	652	703	495	537	1,320	1,049	1,504	317	304	262	786
		Column Comparisons												
Unweighted base			208	907	977	688	747	1,836	1,459	2,091	441	423	364	1,093
Weighted base			210	929	939	695	706	1,851	1,390	2,745	270	170	83	897
Columns			E	A	B	C	D	A	B	A	B	C	D	A
														B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QD10a_8: List of factors people consider when sending parcels...		Unkn-
Convenient options for the operator pick the parcel up from me		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	6
	Column Comparisons	
Unweighted base		8
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD10a_9: List of factors people consider when sending parcels... Convenient options for the recipient to accept the delivery		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	17%	25%	14%	16%	17%	20%	17%	17%	18%	19%	18%	13%	
	Weighted counts	566	261	305	134	132	160	140	268	298	84	225	189	44
	Column Comparisons	-	B											
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	48%	41%	41%	45%	43%	45%	42%	45%	44%	43%	46%	41%
	Weighted counts	1,420	499	921	343	354	347	375	654	766	204	511	497	140
	Column Comparisons	-	B									e	e	
This is a 'nice to have', but I can live without it being offered	% within column	30%	21%	35%	34%	28%	30%	30%	31%	30%	31%	29%	28%	34%
	Weighted counts	994	215	779	283	225	237	250	487	507	146	346	306	115
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	8%	4%	9%	8%	9%	6%	8%	8%	7%	7%	7%	7%	10%
	Weighted counts	251	43	208	67	73	45	66	129	122	31	82	75	34
	Column Comparisons	-		A										
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	37	12	24	5	11	12	9	18	19	3	14	7	4
	Column Comparisons	-												
NET: Important (T2B)	% within column	61%	74%	55%	57%	61%	63%	61%	59%	62%	61%	62%	64%	55%
	Weighted counts	1,986	759	1,226	477	486	507	516	921	1,064	288	736	686	184
	Column Comparisons	-	B								E	E	d E	
Effective Column n	% within column													
	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247
	Column Comparisons													
Unweighted base		3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343
Weighted base		3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Age	SEG				Working status		UK nation			Rurality			
QD10a_9: List of factors people consider when sending parcels...		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
Convenient options for the recipient to accept the delivery		% within column	12%	19%	18%	16%	16%	19%	15%	17%	17%	16%	15%	19%	14%
This is mandatory to me – a must have		Weighted counts	24	173	167	111	116	357	204	480	46	27	13	439	127
		Column Comparisons					b						b		
This is a 'great to have' – makes a difference and can sway my decision		% within column	32%	42%	43%	45%	44%	44%	43%	44%	42%	43%	43%	44%	41%
		Weighted counts	67	392	399	316	313	811	602	1,198	113	72	35	1,049	370
		Column Comparisons													
This is a 'nice to have', but I can live without it being offered		% within column	38%	32%	29%	31%	30%	29%	33%	30%	32%	31%	29%	29%	35%
		Weighted counts	81	298	274	213	210	531	457	830	87	53	24	678	310
		Column Comparisons						a						a	
This is not important to me – don't mind if not offered		% within column	14%	6%	9%	7%	9%	7%	8%	7%	9%	9%	11%	7%	9%
		Weighted counts	29	57	86	46	62	137	114	203	23	15	10	166	84
		Column Comparisons	a b c												
This is a negative to me		% within column	4%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%
		Weighted counts	8	9	13	10	5	15	14	33	0	2	1	30	7
		Column Comparisons	a b c												
NET: Important (T2B)		% within column	44%	61%	60%	61%	61%	63%	58%	61%	59%	59%	58%	63%	55%
		Weighted counts	92	565	566	426	429	1,168	805	1,678	160	100	48	1,489	496
		Column Comparisons						b					B c	c	
		% within column													
Effective Column n		Weighted counts	150	652	703	495	537	1,320	1,049	1,504	317	304	262	1,595	786
		Column Comparisons													
Unweighted base			208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base			210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QD10a_9: List of factors people consider when sending parcels...		Unkn-
Convenient options for the recipient to accept the delivery		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	6
	Column Comparisons	
Unweighted base		8
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10a_10: List of factors people consider when sending parcels... Insurance against damage or loss		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	24%	29%	21%	22%	26%	25%	23%	24%	23%	30%	28%	23%	11%
	Weighted counts	778	298	480	180	208	200	190	377	401	140	333	245	39
	Column Comparisons	-	B								c D E	c D E	D E	
This is a 'great to have' – makes a difference and can sway my decision	% within column	38%	35%	40%	37%	39%	40%	38%	38%	39%	36%	38%	41%	37%
	Weighted counts	1,252	364	888	307	307	320	317	588	664	167	449	436	124
	Column Comparisons	-		a										
This is a 'nice to have', but I can live without it being offered	% within column	28%	24%	30%	31%	25%	26%	30%	28%	28%	26%	25%	28%	37%
	Weighted counts	917	250	667	257	198	212	250	437	480	123	300	298	126
	Column Comparisons	-		a										a B c
This is not important to me – don't mind if not offered	% within column	9%	10%	8%	10%	8%	7%	9%	9%	8%	6%	7%	8%	13%
	Weighted counts	278	106	172	81	66	55	76	135	143	30	88	84	42
	Column Comparisons	-	b											a b c
This is a negative to me	% within column	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	1%	1%	2%
	Weighted counts	43	11	31	5	17	14	7	19	24	8	8	11	6
	Column Comparisons	-												
NET: Important (T2B)	% within column	62%	64%	61%	59%	65%	65%	60%	62%	62%	66%	66%	63%	48%
	Weighted counts	2,030	663	1,367	488	515	520	508	965	1,066	307	782	681	163
	Column Comparisons	-									D E	D E	D E	
Effective Column n	% within column													
	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247
Column Comparisons														
Unweighted base		3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343
Weighted base		3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation			Rurality		
QD10a_10: List of factors people consider when sending parcels...		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Insurance against damage or loss														
This is mandatory to me – a must have	% within column	10%	23%	22%	28%	23%	26%	20%	24%	21%	24%	21%	25%	21%
	Weighted counts	21	212	208	196	162	490	277	663	57	40	18	584	191
	Column Comparisons						B							
This is a 'great to have' – makes a difference and can sway my decision	% within column	36%	38%	37%	38%	40%	39%	38%	38%	41%	39%	40%	39%	38%
	Weighted counts	76	353	352	266	281	714	529	1,043	110	66	33	913	338
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	33%	27%	31%	26%	28%	27%	30%	28%	29%	27%	34%	27%	30%
	Weighted counts	70	247	293	177	200	499	414	764	80	46	28	645	270
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	16%	11%	8%	7%	8%	7%	10%	9%	7%	8%	4%	8%	10%
	Weighted counts	33	104	71	49	54	135	143	242	19	13	3	190	86
	Column Comparisons	a b c						a						
This is a negative to me	% within column	5%	1%	1%	1%	1%	1%	2%	1%	2%	3%	1%	1%	1%
	Weighted counts	10	14	14	7	8	13	27	32	5	4	1	30	13
	Column Comparisons	B c						a						
NET: Important (T2B)	% within column	46%	61%	60%	67%	63%	65%	58%	62%	62%	63%	61%	63%	59%
	Weighted counts	97	565	560	462	443	1,204	807	1,706	167	106	51	1,497	528
	Column Comparisons						B							
Effective Column n														
Unweighted base		208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base		210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QD10a_10: List of factors people consider when sending parcels...		Unkn-
Insurance against damage or loss		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	6
	Column Comparisons	
Unweighted base		8
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD10a_11: List of factors people consider when sending parcels... Same price to send to anywhere within the UK		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	31%	36%	28%	31%	28%	32%	31%	28%	32%	24%	30%	33%	32%
	Weighted counts	997	370	627	259	224	253	260	442	555	111	353	356	107
	Column Comparisons	-	B							a			a	
This is a 'great to have' – makes a difference and can sway my decision	% within column	44%	40%	45%	43%	47%	43%	41%	42%	45%	45%	44%	44%	44%
	Weighted counts	1,422	417	1,005	361	373	347	342	654	768	210	513	472	148
	Column Comparisons	-		a										
This is a 'nice to have', but I can live without it being offered	% within column	20%	16%	21%	19%	18%	19%	22%	22%	17%	25%	19%	17%	19%
	Weighted counts	638	167	471	159	144	154	181	345	293	116	223	187	63
	Column Comparisons	-		a					b		c			
This is not important to me – don't mind if not offered	% within column	6%	7%	5%	5%	6%	5%	6%	6%	5%	4%	7%	5%	6%
	Weighted counts	180	75	105	46	44	41	49	95	86	19	78	55	20
	Column Comparisons	-	b											
This is a negative to me	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	3%	1%	0%	0%
	Weighted counts	31	2	29	7	10	6	8	20	11	12	11	5	1
	Column Comparisons	-		a							c			
NET: Important (T2B)	% within column	74%	76%	73%	75%	75%	75%	72%	70%	77%	69%	74%	77%	75%
	Weighted counts	2,419	787	1,632	620	597	600	602	1,096	1,323	321	867	828	254
	Column Comparisons	-								A			a	
Effective Column n	% within column													
	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247
	Column Comparisons													
Unweighted base		3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343
Weighted base		3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QD10a_11: List of factors people consider when sending parcels... Same price to send to anywhere within the UK		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	33%	30%	30%	34%	27%	31%	30%	31%	28%	30%	38%	31%	30%
	Weighted counts	70	280	286	238	193	573	416	839	75	50	32	731	265
	Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision	% within column	38%	45%	42%	42%	45%	43%	45%	43%	49%	46%	45%	44%	43%
	Weighted counts	79	416	396	294	316	792	622	1,174	132	78	37	1,030	390
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	23%	18%	21%	17%	22%	20%	19%	20%	18%	18%	13%	19%	21%
	Weighted counts	48	169	198	115	156	368	268	548	48	31	11	448	187
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	4%	6%	5%	6%	5%	6%	5%	6%	5%	4%	3%	6%	5%
	Weighted counts	9	55	51	39	35	103	75	157	14	7	2	137	41
	Column Comparisons													
This is a negative to me	% within column	2%	1%	1%	1%	1%	1%	1%	1%	0%	2%	1%	1%	2%
	Weighted counts	4	10	7	9	4	15	9	26	1	3	1	17	14
	Column Comparisons													
NET: Important (T2B)	% within column	71%	75%	73%	77%	72%	74%	75%	73%	77%	76%	83%	75%	73%
	Weighted counts	149	695	682	532	510	1,365	1,039	2,014	207	128	69	1,761	654
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	150	652	703	495	537	1,320	1,049	1,504	317	304	262	1,595	786
	Column Comparisons													
Unweighted base		208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base		210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QD10a_11: List of factors people consider when sending parcels...		Unkn-
Same price to send to anywhere within the UK		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	6
	Column Comparisons	
Unweighted base		8
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Demographics												
Methodology			Quarter				Gender		Age			
			Q1	Q2	Q3	Q4			16-24	25-44	45-64	65-74
QD10a_12: List of factors people consider when sending parcels...			2017	2017	2017	2017	Male	Female	years	years	years	years
Proof of postage/dispatch												
	% within column											
This is mandatory to me – a must have												
	Weighted counts											
	Column Comparisons											
	% within column											
This is a 'great to have' – makes a difference and can sway my decision												
	Weighted counts											
	Column Comparisons											
	% within column											
This is a 'nice to have', but I can live without it being offered												
	Weighted counts											
	Column Comparisons											
	% within column											
This is not important to me – don't mind if not offered												
	Weighted counts											
	Column Comparisons											
	% within column											
This is a negative to me												
	Weighted counts											
	Column Comparisons											
	% within column											
NET: Important (T2B)												
	Weighted counts											
	Column Comparisons											
	% within column											
Effective Column n												
	Weighted counts											
	Column Comparisons											
Unweighted base												
Weighted base												
Columns												

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QD10a_12: List of factors people consider when sending parcels... Proof of postage/dispatch		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	38%	41%	40%	44%	41%	42%	40%	41%	38%	43%	43%	42%	40%
	Weighted counts	79	380	373	308	289	781	559	1,139	102	74	36	992	358
	Column Comparisons												c	c
This is a 'great to have' – makes a difference and can sway my decision	% within column	35%	39%	36%	37%	38%	37%	38%	37%	42%	39%	39%	38%	37%
	Weighted counts	74	362	341	258	267	687	534	1,016	112	67	33	889	336
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	19%	16%	19%	15%	16%	17%	17%	17%	18%	15%	15%	16%	18%
	Weighted counts	40	148	182	105	111	310	233	459	49	25	13	381	161
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	6%	3%	4%	2%	5%	3%	4%	4%	3%	2%	2%	3%	4%
	Weighted counts	13	32	38	15	33	61	58	106	7	3	2	81	35
	Column Comparisons													
This is a negative to me	% within column	2%	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%
	Weighted counts	3	9	5	8	5	13	7	25	0	1	0	20	7
	Column Comparisons	c												
NET: Important (T2B)	% within column	73%	80%	76%	82%	79%	79%	79%	79%	79%	83%	82%	80%	77%
	Weighted counts	153	741	714	566	556	1,467	1,093	2,155	214	141	68	1,880	694
	Column Comparisons												c	c
Effective Column n	% within column													
	Weighted counts	150	652	703	495	537	1,320	1,049	1,504	317	304	262	1,595	786
	Column Comparisons													
Unweighted base		208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base		210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QD10a_12: List of factors people consider when sending parcels...		Unkn-
Proof of postage/dispatch		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	6
	Column Comparisons	
Unweighted base		8
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD10a_13: List of factors people consider when sending parcels... Proof of receipt/delivery			Demographics												
			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	39%	44%	37%	34%	39%	43%	41%	36%	42%	40%	42%	40%	33%	
	Weighted counts	1,282	458	824	285	309	348	341	559	723	187	494	431	110	
	Column Comparisons	-	B				a			a	e	d e	e		
This is a 'great to have' – makes a difference and can sway my decision	% within column	37%	38%	37%	37%	41%	34%	37%	38%	37%	36%	37%	40%	38%	
	Weighted counts	1,220	387	833	304	328	273	315	592	627	167	434	426	127	
	Column Comparisons	-													
This is a 'nice to have', but I can live without it being offered	% within column	18%	13%	21%	23%	15%	18%	18%	20%	16%	19%	16%	16%	24%	
	Weighted counts	596	130	465	190	117	141	148	316	280	87	193	171	81	
	Column Comparisons	-		A	B c d				b					b c	
This is not important to me – don't mind if not offered	% within column	5%	5%	4%	6%	4%	4%	4%	5%	4%	5%	4%	4%	6%	
	Weighted counts	148	49	100	51	35	33	30	79	70	24	47	44	19	
	Column Comparisons	-													
This is a negative to me	% within column	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	0%	0%	
	Weighted counts	22	7	15	3	5	6	8	9	13	3	10	3	0	
	Column Comparisons	-													
NET: Important (T2B)	% within column	77%	82%	74%	71%	80%	78%	78%	74%	79%	76%	79%	80%	70%	
	Weighted counts	2,502	845	1,657	588	637	621	655	1,151	1,351	354	928	857	238	
	Column Comparisons	-	B			A	a	a		a	E	d E	d E		
Effective Column n	% within column														
	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247	
Column Comparisons															
Unweighted base		3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343	
Weighted base		3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Age	SEG				Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QD10a_13: List of factors people consider when sending parcels... Proof of receipt/delivery		% within column	29%	38%	38%	43%	38%	40%	38%	40%	32%	40%	40%	38%	
This is mandatory to me – a must have		Weighted counts	60	351	361	301	269	741	534	1,094	87	67	34	946	337
		Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision		% within column	31%	39%	36%	36%	38%	39%	35%	37%	40%	42%	38%	37%	38%
		Weighted counts	66	367	339	247	267	722	489	1,010	108	71	31	879	338
		Column Comparisons													
This is a 'nice to have', but I can live without it being offered		% within column	30%	17%	21%	15%	18%	16%	21%	18%	23%	15%	19%	17%	20%
		Weighted counts	63	161	201	107	127	303	288	494	61	25	15	408	181
		Column Comparisons	a B C						a						
This is not important to me – don't mind if not offered		% within column	7%	5%	4%	5%	6%	4%	5%	5%	5%	3%	2%	5%	4%
		Weighted counts	15	43	33	33	39	73	72	128	13	6	1	115	34
		Column Comparisons													
This is a negative to me		% within column	3%	1%	1%	1%	1%	1%	1%	1%	0%	1%	2%	1%	1%
		Weighted counts	5	7	5	6	4	12	9	19	0	1	1	15	7
		Column Comparisons	c												
NET: Important (T2B)		% within column	60%	77%	75%	79%	76%	79%	74%	77%	72%	81%	78%	77%	75%
		Weighted counts	126	718	700	548	536	1,463	1,022	2,104	195	138	65	1,825	675
		Column Comparisons						b				b		c	c
Effective Column n		% within column													
		Weighted counts	150	652	703	495	537	1,320	1,049	1,504	317	304	262	1,595	786
		Column Comparisons													
Unweighted base			208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base			210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QD10a_13: List of factors people consider when sending parcels...		Unkn-
Proof of receipt/delivery		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	6
	Column Comparisons	
Unweighted base		8
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics												
			Methodology			Quarter				Gender		Age			
QD10a_14: List of factors people consider when sending parcels... Guaranteed delivery to recipient's door			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	41%	47%	38%	38%	40%	44%	41%	38%	43%	44%	41%	42%	36%	
	Weighted counts	1,330	487	843	315	316	354	345	594	736	206	483	451	121	
	Column Comparisons	-	B							a					
This is a 'great to have' – makes a difference and can sway my decision	% within column	38%	37%	39%	39%	38%	38%	38%	37%	39%	34%	37%	42%	38%	
	Weighted counts	1,254	382	871	328	303	306	317	583	671	159	436	451	128	
	Column Comparisons	-													
This is a 'nice to have', but I can live without it being offered	% within column	16%	12%	18%	19%	16%	13%	17%	19%	14%	18%	17%	12%	21%	
	Weighted counts	536	126	410	156	128	107	145	290	246	84	199	134	72	
	Column Comparisons	-		A					b		c	c		c	
This is not important to me – don't mind if not offered	% within column	4%	3%	5%	3%	5%	4%	3%	5%	3%	4%	4%	3%	5%	
	Weighted counts	132	31	101	28	43	33	28	78	54	18	49	37	16	
	Column Comparisons	-							b						
This is a negative to me	% within column	1%	0%	1%	1%	1%	0%	1%	1%	0%	0%	1%	0%	0%	
	Weighted counts	17	4	13	5	6	1	5	11	5	1	11	2	0	
	Column Comparisons	-													
NET: Important (T2B)	% within column	79%	84%	77%	77%	78%	82%	79%	76%	82%	78%	78%	84%	74%	
	Weighted counts	2,583	870	1,714	642	618	660	662	1,177	1,407	365	919	901	249	
	Column Comparisons	-	B							A			a b D E		
Effective Column n	% within column														
	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247	
	Column Comparisons														
Unweighted base		3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343	
Weighted base		3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Age	SEG				Working status		UK nation				Rurality		
QD10a_14: List of factors people consider when sending parcels...		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
Guaranteed delivery to recipient's door		% within column	33%	41%	39%	42%	41%	42%	39%	41%	38%	43%	40%	41%	39%
This is mandatory to me – a must have	Weighted counts	69	376	370	294	290	773	543	1,120	104	73	34	979	349	
	Column Comparisons														
	% within column	38%	36%	39%	39%	40%	38%	40%	38%	42%	39%	38%	38%	40%	
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	80	336	364	272	280	694	557	1,043	113	66	32	895	357	
	Column Comparisons														
	% within column	22%	19%	17%	14%	15%	16%	17%	17%	15%	13%	17%	16%	16%	
This is a 'nice to have', but I can live without it being offered	Weighted counts	47	176	158	98	104	301	233	459	40	23	14	384	148	
	Column Comparisons	c													
	% within column	6%	4%	4%	4%	4%	4%	4%	4%	4%	5%	4%	4%	5%	
This is not important to me – don't mind if not offered	Weighted counts	12	38	39	27	27	76	50	110	11	8	3	89	42	
	Column Comparisons														
	% within column	1%	0%	1%	0%	1%	0%	1%	0%	1%	0%	0%	1%	0%	
This is a negative to me	Weighted counts	2	3	7	3	4	7	8	14	2	1	0	16	1	
	Column Comparisons														
	% within column	71%	77%	78%	81%	81%	79%	79%	79%	80%	82%	79%	79%	79%	
NET: Important (T2B)	Weighted counts	149	713	734	566	570	1,467	1,100	2,163	217	139	65	1,874	706	
	Column Comparisons												c	c	
	% within column														
Effective Column n	Weighted counts	150	652	703	495	537	1,320	1,049	1,504	317	304	262	1,595	786	
	Column Comparisons														
	% within column														
Unweighted base			208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base			210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QD10a_14: List of factors people consider when sending parcels...		Unkn-
Guaranteed delivery to recipient's door		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	6
	Column Comparisons	
Unweighted base		8
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics												
			Methodology			Quarter				Gender		Age			
QD10a_15: List of factors people consider when sending parcels... Daily collection service			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	22%	31%	17%	22%	21%	24%	20%	21%	23%	18%	23%	22%	25%	
	Weighted counts	707	320	387	183	165	195	164	319	388	82	267	233	83	
	Column Comparisons	-	B												
This is a 'great to have' – makes a difference and can sway my decision	% within column	35%	36%	35%	34%	36%	33%	38%	33%	37%	37%	35%	38%	33%	
	Weighted counts	1,147	372	775	280	286	265	316	518	629	172	408	406	110	
	Column Comparisons	-									e	e	e		
This is a 'nice to have', but I can live without it being offered	% within column	30%	23%	33%	31%	29%	28%	30%	30%	29%	34%	30%	27%	27%	
	Weighted counts	968	234	734	258	229	227	254	473	495	160	353	287	92	
	Column Comparisons	-		A											
This is not important to me – don't mind if not offered	% within column	12%	9%	13%	12%	13%	12%	11%	14%	10%	11%	11%	13%	14%	
	Weighted counts	393	91	301	99	104	97	93	216	177	52	124	136	46	
	Column Comparisons	-		a					b						
This is a negative to me	% within column	2%	1%	2%	1%	1%	2%	2%	2%	1%	0%	2%	1%	2%	
	Weighted counts	53	13	40	12	12	16	13	29	24	2	25	13	6	
	Column Comparisons	-													
NET: Important (T2B)	% within column	57%	67%	52%	56%	57%	58%	57%	54%	59%	54%	57%	59%	57%	
	Weighted counts	1,855	693	1,162	463	451	461	481	837	1,017	254	676	639	193	
	Column Comparisons	-	B							a		e	e	e	
Effective Column n	% within column														
	Weighted counts	2,387	499	1,888	611	580	575	621	1,088	1,299	333	880	777	247	
	Column Comparisons														
Unweighted base			3,319	694	2,625	850	806	799	864	1,513	1,806	463	1,224	1,081	343
Weighted base			3,268	1,030	2,238	831	795	801	840	1,555	1,713	468	1,178	1,075	338
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Age	SEG				Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QD10a_15: List of factors people consider when sending parcels... Daily collection service		% within column	20%	23%	22%	21%	19%	22%	21%	22%	18%	24%	27%	22%	22%
This is mandatory to me – a must have		Weighted counts	42	216	207	148	137	414	290	595	50	40	22	510	198
		Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision		% within column	24%	32%	37%	36%	37%	36%	34%	35%	38%	32%	35%	36%	32%
		Weighted counts	51	296	345	248	259	671	471	961	103	55	29	855	291
		Column Comparisons													
This is a 'nice to have', but I can live without it being offered		% within column	35%	30%	27%	31%	31%	28%	31%	30%	29%	30%	26%	29%	31%
		Weighted counts	74	277	257	214	220	522	436	816	79	51	21	687	274
		Column Comparisons													
This is not important to me – don't mind if not offered		% within column	17%	14%	12%	11%	11%	12%	13%	12%	14%	13%	11%	11%	14%
		Weighted counts	35	126	115	75	76	214	176	325	37	22	9	269	122
		Column Comparisons													
This is a negative to me		% within column	4%	2%	2%	2%	2%	2%	1%	2%	1%	1%	2%	2%	1%
		Weighted counts	7	14	14	11	13	29	18	48	2	2	1	41	12
		Column Comparisons													
NET: Important (T2B)		% within column	44%	55%	59%	57%	56%	59%	55%	57%	56%	56%	61%	58%	54%
		Weighted counts	93	512	552	395	396	1,085	761	1,556	153	95	51	1,364	488
		Column Comparisons													
Effective Column n		% within column													
		Weighted counts	150	652	703	495	537	1,320	1,049	1,504	317	304	262	1,595	786
		Column Comparisons													
Unweighted base			208	907	977	688	747	1,836	1,459	2,091	441	423	364	2,218	1,093
Weighted base			210	929	939	695	706	1,851	1,390	2,745	270	170	83	2,362	897
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QD10a_15: List of factors people consider when sending parcels...		Unkn-
Daily collection service		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	6
	Column Comparisons	
Unweighted base		8
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		QD10b: List of factors people consider when sending letters						
		This is a 'great to have' – makes a difference to mandatory to me – a must have	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T-2B)	Weighted Base	
Guaranteed delivery to recipient's door	% within row	53%	30%	13%	3%	0%	83%	
	Weighted counts	1,567	888	395	93	13	2,455	
Low cost	% within row	38%	43%	16%	2%	0%	81%	
	Weighted counts	1,129	1,269	482	63	15	2,397	
Same price to send to anywhere within the UK	% within row	40%	40%	15%	4%	0%	80%	
	Weighted counts	1,179	1,187	446	131	14	2,366	
Delivery within 3 days	% within row	38%	40%	18%	3%	2%	77%	
	Weighted counts	1,118	1,172	520	101	46	2,290	
Convenient to post (within ½ mile)	% within row	36%	39%	20%	4%	1%	76%	
	Weighted counts	1,070	1,167	580	118	22	2,236	
Fast delivery	% within row	31%	44%	20%	4%	1%	75%	
	Weighted counts	918	1,301	592	130	17	2,219	
Daily collection service	% within row	36%	34%	21%	7%	1%	70%	
	Weighted counts	1,075	1,009	630	217	26	2,084	
Next day delivery option	% within row	23%	42%	26%	8%	1%	65%	
	Weighted counts	677	1,236	779	238	26	1,913	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10b_1: List of factors people consider when sending letters... Low cost		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	38%	43%	34%	40%	38%	37%	36%	34%	42%	31%	39%	41%	36%
	Weighted counts	1,129	553	576	403	189	351	187	493	636	127	378	393	124
	Column Comparisons	-	B							A			a	
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	39%	46%	40%	46%	43%	45%	41%	45%	42%	42%	43%	47%
	Weighted counts	1,269	496	772	401	227	407	234	596	673	172	413	407	159
	Column Comparisons	-		A										
This is a 'nice to have', but I can live without it being offered	% within column	16%	15%	17%	18%	13%	17%	15%	22%	11%	24%	17%	13%	16%
	Weighted counts	482	195	288	176	63	164	80	319	163	101	161	123	53
	Column Comparisons	-							B		b C d			
This is not important to me – don't mind if not offered	% within column	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%	1%	3%	1%
	Weighted counts	63	36	27	18	8	20	17	29	34	10	14	26	4
	Column Comparisons	-												
This is a negative to me	% within column	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%	1%	0%	0%
	Weighted counts	15	2	13	4	4	6	1	12	3	1	9	2	1
	Column Comparisons	-		a					b					
NET: Important (T2B)	% within column	81%	82%	80%	80%	85%	80%	81%	75%	87%	73%	81%	84%	83%
	Weighted counts	2,397	1,049	1,348	804	415	758	420	1,089	1,309	300	792	799	282
	Column Comparisons	-								A		a	A	a
Effective Column n	% within column													
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242
Column Comparisons														
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10b_1: List of factors people consider when sending letters... Low cost														
This is mandatory to me – a must have	% within column	38%	34%	41%	39%	39%	38%	38%	39%	27%	38%	37%	37%	42%
	Weighted counts	107	236	357	241	295	601	518	976	63	56	33	807	322
	Column Comparisons								b		b	b		c
This is a 'great to have' – makes a difference and can sway my decision	% within column	42%	45%	41%	44%	43%	42%	44%	42%	51%	40%	43%	43%	42%
	Weighted counts	118	314	354	271	330	657	609	1,053	119	58	38	943	322
	Column Comparisons									c				
This is a 'nice to have', but I can live without it being offered	% within column	16%	19%	17%	15%	15%	17%	15%	16%	19%	19%	17%	17%	14%
	Weighted counts	45	130	145	94	113	270	210	396	44	28	15	370	107
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	3%	3%	1%	2%	3%	2%	2%	2%	3%	3%	2%	2%	1%
	Weighted counts	9	19	10	12	22	29	33	48	8	4	2	53	10
	Column Comparisons													
This is a negative to me	% within column	1%	0%	1%	1%	1%	0%	0%	1%	0%	0%	0%	1%	0%
	Weighted counts	2	2	5	4	4	5	5	13	1	0	0	11	3
	Column Comparisons													
NET: Important (T2B)	% within column	80%	79%	82%	82%	82%	81%	82%	82%	78%	78%	80%	80%	84%
	Weighted counts	225	550	711	512	624	1,258	1,127	2,029	183	115	71	1,750	643
	Column Comparisons												c	a c
Effective Column n	% within column													
	Weighted counts	193	495	620	427	523	1,072	979	1,298	265	249	252	1,412	647
	Column Comparisons													
Unweighted base		270	692	867	597	732	1,500	1,370	1,816	371	349	352	1,976	905
Weighted base		281	700	871	622	764	1,562	1,374	2,486	235	147	88	2,184	764
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD10b_1: List of factors people consider when sending letters... Low cost		Demo...
		Rurality
		Unkn-own
		**
This is mandatory to me – a must have	<i>% within column</i>	
	<i>Weighted counts</i>	
	<i>Column Comparisons</i>	
This is a 'great to have' – makes a difference and can sway my decision	<i>% within column</i>	**
	<i>Weighted counts</i>	
	<i>Column Comparisons</i>	
This is a 'nice to have', but I can live without it being offered	<i>% within column</i>	**
	<i>Weighted counts</i>	
	<i>Column Comparisons</i>	
This is not important to me – don't mind if not offered	<i>% within column</i>	**
	<i>Weighted counts</i>	
	<i>Column Comparisons</i>	
This is a negative to me	<i>% within column</i>	**
	<i>Weighted counts</i>	
	<i>Column Comparisons</i>	
NET: Important (T2B)	<i>% within column</i>	**
	<i>Weighted counts</i>	
	<i>Column Comparisons</i>	
Effective Column n	<i>% within column</i>	
	<i>Weighted counts</i>	5
	<i>Column Comparisons</i>	
Unweighted base		7
Weighted base		10
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10b_2: List of factors people consider when sending letters... Fast delivery		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	31%	38%	26%	28%	32%	30%	37%	28%	34%	28%	32%	31%	36%
	Weighted counts	918	487	431	281	157	288	193	409	510	114	311	294	121
	Column Comparisons	-	B					a		a				
This is a 'great to have' – makes a difference and can sway my decision	% within column	44%	41%	47%	43%	45%	45%	42%	43%	45%	47%	45%	46%	36%
	Weighted counts	1,301	521	780	434	220	427	220	622	679	192	439	441	123
	Column Comparisons	-		a										
This is a 'nice to have', but I can live without it being offered	% within column	20%	16%	23%	23%	17%	21%	16%	24%	16%	19%	21%	18%	22%
	Weighted counts	592	199	393	227	83	197	84	345	247	77	205	170	74
	Column Comparisons	-		A					B					
This is not important to me – don't mind if not offered	% within column	4%	5%	4%	5%	5%	3%	4%	4%	4%	6%	2%	4%	5%
	Weighted counts	130	68	62	53	24	33	20	63	67	25	17	43	18
	Column Comparisons	-									B		b	b
This is a negative to me	% within column	1%	1%	1%	1%	1%	0%	0%	1%	0%	1%	0%	0%	1%
	Weighted counts	17	7	10	6	6	3	2	10	7	3	4	3	3
	Column Comparisons	-												
NET: Important (T2B)	% within column	75%	79%	72%	71%	77%	75%	80%	71%	79%	74%	77%	77%	72%
	Weighted counts	2,219	1,008	1,211	716	377	715	412	1,031	1,188	306	750	735	244
	Column Comparisons	-	B					a		A		e	e	
Effective Column n	% within column													
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242
Column Comparisons														
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
QD10b_2: List of factors people consider when sending letters... Fast delivery														
This is mandatory to me – a must have	% within column	28%	29%	35%	31%	29%	32%	30%	32%	24%	29%	41%	31%	32%
	Weighted counts	79	206	301	191	221	496	415	784	56	43	37	671	246
	Column Comparisons											B c		
This is a 'great to have' – makes a difference and can sway my decision	% within column	38%	45%	43%	41%	46%	45%	43%	44%	46%	45%	43%	44%	44%
	Weighted counts	105	319	371	256	355	708	589	1,088	109	66	38	963	334
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	23%	19%	19%	25%	19%	19%	21%	20%	22%	22%	14%	20%	19%
	Weighted counts	66	131	162	153	145	294	289	496	51	32	12	440	148
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	10%	6%	3%	3%	5%	4%	5%	4%	8%	3%	2%	5%	4%
	Weighted counts	27	42	30	21	37	58	69	105	18	4	2	101	28
	Column Comparisons	B c								c d				
This is a negative to me	% within column	1%	0%	1%	0%	1%	0%	1%	1%	0%	1%	0%	0%	1%
	Weighted counts	4	3	7	1	6	5	12	14	1	2	0	8	7
	Column Comparisons													
NET: Important (T2B)	% within column	66%	75%	77%	72%	75%	77%	73%	75%	70%	74%	84%	75%	76%
	Weighted counts	184	524	672	446	576	1,204	1,004	1,871	165	108	75	1,635	580
	Column Comparisons						b					b c		
Effective Column n	% within column													
	Weighted counts	193	495	620	427	523	1,072	979	1,298	265	249	252	1,412	647
	Column Comparisons													
Unweighted base		270	692	867	597	732	1,500	1,370	1,816	371	349	352	1,976	905
Weighted base		281	700	871	622	764	1,562	1,374	2,486	235	147	88	2,184	764
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QD10b_2: List of factors people consider when sending letters... Fast delivery		Unkn-own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	5
	Column Comparisons	
Unweighted base		7
Weighted base		10
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10b_3: List of factors people consider when sending letters... Next day delivery option		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	23%	31%	17%	24%	24%	20%	26%	22%	24%	21%	23%	23%	29%
	Weighted counts	677	398	279	236	118	186	137	312	365	86	222	215	98
	Column Comparisons	-	B											
This is a 'great to have' – makes a difference and can sway my decision	% within column	42%	41%	42%	41%	42%	42%	43%	41%	43%	42%	45%	42%	35%
	Weighted counts	1,236	530	706	406	207	400	222	594	642	172	435	401	120
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	26%	20%	31%	28%	23%	28%	24%	28%	25%	30%	25%	27%	24%
	Weighted counts	779	258	521	276	113	267	123	407	372	125	243	257	83
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	8%	7%	9%	8%	9%	9%	7%	8%	8%	7%	7%	7%	10%
	Weighted counts	238	84	154	75	42	86	34	120	118	27	66	70	34
	Column Comparisons	-		a										
This is a negative to me	% within column	1%	1%	1%	1%	2%	1%	0%	1%	1%	0%	1%	1%	1%
	Weighted counts	26	10	16	9	9	7	1	15	11	1	10	6	4
	Column Comparisons	-												
NET: Important (T2B)	% within column	65%	72%	59%	64%	66%	62%	69%	63%	67%	63%	67%	65%	64%
	Weighted counts	1,913	928	984	642	325	586	359	906	1,007	259	657	616	218
	Column Comparisons	-	B							a				
Effective Column n	% within column													
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242
	Column Comparisons													
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10b_3: List of factors people consider when sending letters... Next day delivery option		% within column	20%	24%	26%	20%	24%	22%	24%	13%	20%	30%	23%	23%
This is mandatory to me – a must have	Weighted counts	55	169	227	125	156	371	302	589	32	30	27	499	178
	Column Comparisons								b		b	B c		
	% within column	38%	43%	39%	44%	41%	44%	39%	42%	44%	42%	42%	42%	42%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	107	305	343	273	315	688	540	1,034	103	62	37	914	318
	Column Comparisons						b							
	% within column	26%	25%	26%	27%	27%	24%	29%	26%	26%	29%	23%	27%	25%
This is a 'nice to have', but I can live without it being offered	Weighted counts	72	178	227	165	210	379	394	654	62	43	20	584	189
	Column Comparisons							a						
	% within column	15%	7%	8%	8%	10%	7%	9%	8%	15%	8%	5%	8%	9%
This is not important to me – don't mind if not offered	Weighted counts	41	46	68	50	75	115	120	188	35	12	4	169	70
	Column Comparisons	a b c								a c d				
	% within column	2%	0%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%
This is a negative to me	Weighted counts	5	3	6	9	8	9	17	23	3	0	0	18	8
	Column Comparisons													
	% within column	58%	68%	65%	64%	62%	68%	61%	65%	57%	62%	72%	65%	65%
NET: Important (T2B)	Weighted counts	162	474	570	398	471	1,058	843	1,622	135	92	64	1,413	496
	Column Comparisons						b					b c		
	% within column													
Effective Column n	Weighted counts	193	495	620	427	523	1,072	979	1,298	265	249	252	1,412	647
	Column Comparisons													
	% within column													
Unweighted base			270	692	867	597	732	1,500	1,370	1,816	371	349	352	1,976
Weighted base			281	700	871	622	764	1,562	1,374	2,486	235	147	88	2,184
Columns			E	A	B	C	D	A	B	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demo...
			Rurality
QD10b_3: List of factors people consider when sending letters... Next day delivery option			Unkn-own
	% within column		**
This is mandatory to me – a must have	Weighted counts		
	Column Comparisons		
	% within column		**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts		
	Column Comparisons		
	% within column		**
This is a 'nice to have', but I can live without it being offered	Weighted counts		
	Column Comparisons		
	% within column		**
This is not important to me – don't mind if not offered	Weighted counts		
	Column Comparisons		
	% within column		**
This is a negative to me	Weighted counts		
	Column Comparisons		
	% within column		**
NET: Important (T2B)	Weighted counts		
	Column Comparisons		
	% within column		
Effective Column n	Weighted counts	5	
	Column Comparisons		
Unweighted base		7	
Weighted base		10	
Columns		C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics												
			Methodology			Quarter				Gender		Age			
QD10b_4: List of factors people consider when sending letters... Delivery within 3 days			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	38%	50%	29%	35%	39%	39%	40%	35%	40%	28%	36%	41%	43%	
	Weighted counts	1,118	635	484	350	191	369	207	513	605	117	351	389	147	
	Column Comparisons	-	B							a			A	a	
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	34%	44%	39%	40%	40%	39%	39%	40%	45%	41%	39%	35%	
	Weighted counts	1,172	440	731	394	195	382	201	568	604	187	402	370	118	
	Column Comparisons	-		A											
This is a 'nice to have', but I can live without it being offered	% within column	18%	12%	22%	21%	16%	16%	16%	20%	15%	22%	19%	15%	14%	
	Weighted counts	520	148	372	206	76	156	82	293	227	91	186	147	47	
	Column Comparisons	-		A					b						
This is not important to me – don't mind if not offered	% within column	3%	3%	3%	4%	4%	3%	3%	3%	4%	4%	3%	3%	4%	
	Weighted counts	101	44	57	39	21	25	15	47	54	16	27	30	13	
	Column Comparisons	-													
This is a negative to me	% within column	2%	1%	2%	1%	1%	2%	2%	2%	1%	0%	1%	2%	4%	
	Weighted counts	46	14	32	12	6	16	12	27	20	0	9	15	14	
	Column Comparisons	-												a b	
NET: Important (T2B)	% within column	77%	84%	72%	74%	79%	79%	79%	75%	80%	74%	77%	80%	78%	
	Weighted counts	2,290	1,075	1,215	745	386	751	409	1,082	1,209	304	753	759	265	
	Column Comparisons	-	B							a					
Effective Column n	% within column														
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	
	Column Comparisons														
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QD10b_4: List of factors people consider when sending letters... Delivery within 3 days		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	41%	39%	42%	38%	32%	39%	37%	38%	34%	36%	47%	37%	41%
	Weighted counts	114	272	366	236	244	604	508	945	79	52	42	808	310
	Column Comparisons	a		d								b c		
This is a 'great to have' – makes a difference and can sway my decision	% within column	34%	39%	37%	39%	44%	40%	39%	39%	42%	41%	40%	40%	38%
	Weighted counts	95	276	321	239	335	623	540	976	100	61	35	881	288
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	17%	17%	15%	19%	19%	17%	18%	18%	19%	18%	11%	18%	17%
	Weighted counts	48	121	135	118	146	272	243	439	46	26	9	384	129
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	5%	3%	4%	3%	4%	3%	4%	3%	3%	5%	2%	3%	4%
	Weighted counts	14	19	31	19	32	45	56	84	8	8	2	73	28
	Column Comparisons													
This is a negative to me	% within column	3%	2%	2%	2%	1%	1%	2%	2%	1%	0%	0%	2%	1%
	Weighted counts	8	12	18	9	7	19	26	43	3	0	0	37	9
	Column Comparisons	a												
NET: Important (T2B)	% within column	75%	78%	79%	77%	76%	79%	76%	77%	76%	77%	87%	77%	78%
	Weighted counts	210	548	687	476	579	1,227	1,049	1,921	179	113	77	1,689	598
	Column Comparisons											b c	c	C
Effective Column n	% within column													
	Weighted counts	193	495	620	427	523	1,072	979	1,298	265	249	252	1,412	647
	Column Comparisons													
Unweighted base		270	692	867	597	732	1,500	1,370	1,816	371	349	352	1,976	905
Weighted base		281	700	871	622	764	1,562	1,374	2,486	235	147	88	2,184	764
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QD10b_4: List of factors people consider when sending letters...		
Delivery within 3 days	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	5
	Column Comparisons	
Unweighted base		7
Weighted base		10
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics											
			Methodology		Quarter				Gender		Age			
QD10b_5: List of factors people consider when sending letters... Convenient to post (within ½ mile)			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years
This is mandatory to me – a must have	% within column	36%	45%	29%	35%	38%	35%	38%	32%	40%	27%	31%	40%	
	Weighted counts	1,070	581	489	349	188	335	198	459	611	113	305	384	
	Column Comparisons	-	B							A			A B	
This is a 'great to have' – makes a difference and can sway my decision	% within column	39%	38%	40%	39%	39%	40%	38%	40%	39%	34%	43%	40%	
	Weighted counts	1,167	492	675	394	193	383	196	575	592	142	419	376	
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	20%	13%	25%	21%	18%	20%	20%	24%	15%	31%	20%	17%	
	Weighted counts	580	169	411	207	86	185	101	347	233	126	199	157	
	Column Comparisons	-		A					B		b C D E			
This is not important to me – don't mind if not offered	% within column	4%	3%	5%	5%	4%	4%	4%	4%	4%	7%	5%	3%	
	Weighted counts	118	35	84	46	18	34	20	53	65	28	45	28	
	Column Comparisons	-		a							c d			
This is a negative to me	% within column	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	
	Weighted counts	22	5	18	6	5	10	2	14	9	3	7	5	
	Column Comparisons	-												
NET: Important (T2B)	% within column	76%	84%	69%	74%	78%	76%	76%	71%	80%	62%	74%	80%	
	Weighted counts	2,236	1,073	1,164	743	381	718	395	1,034	1,202	255	724	760	
	Column Comparisons	-	B							A		A	A b	
Effective Column n	% within column													
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	
	Column Comparisons													
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics												
			Age		SEG			Working status		UK nation					
			65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	
QD10b_5: List of factors people consider when sending letters... Convenient to post (within ½ mile)			% within column	45%	41%	35%	37%	37%	36%	34%	38%	37%	28%	35%	33%
This is mandatory to me – a must have			Weighted counts	152	115	243	326	230	271	538	526	924	65	51	30
			Column Comparisons	A B	a b										
This is a 'great to have' – makes a difference and can sway my decision			% within column	37%	37%	41%	42%	35%	39%	42%	37%	39%	42%	40%	42%
			Weighted counts	127	103	287	364	221	295	655	507	971	100	59	37
			Column Comparisons						b						
This is a 'nice to have', but I can live without it being offered			% within column	15%	16%	19%	17%	23%	20%	19%	20%	19%	24%	20%	21%
			Weighted counts	52	45	130	151	143	156	300	271	476	56	30	19
			Column Comparisons												
This is not important to me – don't mind if not offered			% within column	1%	5%	5%	3%	4%	5%	4%	4%	4%	6%	5%	3%
			Weighted counts	5	13	34	23	24	36	62	56	95	14	7	3
			Column Comparisons												
This is a negative to me			% within column	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	0%
			Weighted counts	4	3	6	7	4	5	7	14	21	1	1	0
			Column Comparisons												
NET: Important (T2B)			% within column	82%	78%	76%	79%	72%	74%	76%	75%	76%	70%	75%	76%
			Weighted counts	279	219	530	690	450	566	1,193	1,033	1,895	165	110	67
			Column Comparisons	A b	A										
Effective Column n			% within column												
			Weighted counts	242	193	495	620	427	523	1,072	979	1,298	265	249	252
			Column Comparisons												
Unweighted base				339	270	692	867	597	732	1,500	1,370	1,816	371	349	352
Weighted base				340	281	700	871	622	764	1,562	1,374	2,486	235	147	88
Columns				D	E	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics		
		Rurality		
		Urban	Rural	Unkn-own
QD10b_5: List of factors people consider when sending letters... Convenient to post (within ½ mile)				
	% within column	36%	36%	**
This is mandatory to me – a must have	Weighted counts	791	276	
	Column Comparisons			
This is a 'great to have' – makes a difference and can sway my decision				
	% within column	40%	38%	**
	Weighted counts	875	292	
	Column Comparisons			
This is a 'nice to have', but I can live without it being offered				
	% within column	19%	20%	**
	Weighted counts	422	152	
	Column Comparisons			
This is not important to me – don't mind if not offered				
	% within column	4%	5%	**
	Weighted counts	80	38	
	Column Comparisons			
This is a negative to me				
	% within column	1%	1%	**
	Weighted counts	16	6	
	Column Comparisons			
NET: Important (T2B)				
	% within column	76%	74%	**
	Weighted counts	1,666	568	
	Column Comparisons	c	c	
Effective Column n				
	% within column			
	Weighted counts	1,412	647	5
	Column Comparisons			
Unweighted base				
		1,976	905	7
Weighted base				
		2,184	764	10
Columns		A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f, g (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10b_6: List of factors people consider when sending letters... Same price to send to anywhere within the UK		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	40%	44%	36%	40%	38%	37%	46%	40%	40%	31%	36%	43%	46%
	Weighted counts	1,179	568	611	399	188	354	239	572	607	128	351	412	155
	Column Comparisons	-	B					c					A b	a b
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	36%	44%	39%	43%	42%	36%	38%	42%	43%	41%	41%	34%
	Weighted counts	1,187	455	732	391	211	397	189	547	640	176	399	393	117
	Column Comparisons	-		A					a					
This is a 'nice to have', but I can live without it being offered	% within column	15%	14%	16%	15%	15%	16%	13%	17%	13%	20%	18%	12%	14%
	Weighted counts	446	185	261	154	72	155	66	250	196	84	171	113	48
	Column Comparisons	-							b		c e	c		
This is not important to me – don't mind if not offered	% within column	4%	5%	4%	6%	3%	4%	4%	5%	4%	5%	5%	3%	6%
	Weighted counts	131	70	61	57	15	36	23	68	62	22	46	30	19
	Column Comparisons	-	b											
This is a negative to me	% within column	0%	0%	1%	0%	1%	1%	0%	1%	0%	1%	1%	0%	0%
	Weighted counts	14	2	12	2	4	6	2	10	3	2	8	2	1
	Column Comparisons	-												
NET: Important (T2B)	% within column	80%	80%	80%	79%	82%	79%	82%	77%	83%	74%	77%	85%	80%
	Weighted counts	2,366	1,024	1,343	789	400	750	427	1,119	1,247	304	750	805	272
	Column Comparisons	-								a			A B	
Effective Column n	% within column													
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242
Column Comparisons														
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
QD10b_6: List of factors people consider when sending letters... Same price to send to anywhere within the UK														
This is mandatory to me – a must have	% within column	48%	38%	43%	41%	37%	38%	43%	41%	34%	37%	39%	39%	43%
	Weighted counts	133	269	374	252	284	589	584	1,011	80	54	35	846	331
	Column Comparisons	A b						a						
This is a 'great to have' – makes a difference and can sway my decision	% within column	36%	41%	38%	39%	42%	42%	38%	39%	43%	45%	44%	40%	41%
	Weighted counts	102	288	334	243	322	658	524	981	101	67	39	871	314
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	11%	15%	15%	15%	15%	16%	15%	15%	20%	13%	15%	16%	12%
	Weighted counts	30	105	130	93	118	243	201	367	47	19	14	351	91
	Column Comparisons												b	
This is not important to me – don't mind if not offered	% within column	5%	5%	3%	5%	5%	4%	4%	5%	3%	4%	1%	5%	3%
	Weighted counts	13	37	29	29	36	66	60	116	7	6	1	105	26
	Column Comparisons													
This is a negative to me	% within column	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%	0%	1%	0%
	Weighted counts	1	2	5	5	2	6	4	12	1	1	0	11	2
	Column Comparisons													
NET: Important (T2B)	% within column	84%	79%	81%	80%	79%	80%	81%	80%	77%	82%	83%	79%	84%
	Weighted counts	236	557	708	495	607	1,247	1,108	1,992	180	121	73	1,716	645
	Column Comparisons	a												a c
Effective Column n	% within column													
	Weighted counts	193	495	620	427	523	1,072	979	1,298	265	249	252	1,412	647
	Column Comparisons													
Unweighted base		270	692	867	597	732	1,500	1,370	1,816	371	349	352	1,976	905
Weighted base		281	700	871	622	764	1,562	1,374	2,486	235	147	88	2,184	764
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QD10b_6: List of factors people consider when sending letters... Same price to send to anywhere within the UK		Unkn-own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	5
	Column Comparisons	
Unweighted base		7
Weighted base		10
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics												
			Methodology			Quarter				Gender		Age			
QD10b_7: List of factors people consider when sending letters... Guaranteed delivery to recipient's door			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	53%	63%	45%	51%	56%	55%	50%	49%	57%	49%	51%	56%	57%	
	Weighted counts	1,567	808	760	515	274	519	259	710	857	201	493	531	192	
	Column Comparisons	-	B							A					
This is a 'great to have' – makes a difference and can sway my decision	% within column	30%	25%	34%	31%	27%	28%	36%	31%	29%	30%	30%	32%	28%	
	Weighted counts	888	318	570	306	132	265	185	447	441	124	292	300	94	
	Column Comparisons	-		A				b c							
This is a 'nice to have', but I can live without it being offered	% within column	13%	9%	17%	14%	13%	14%	11%	16%	11%	18%	16%	10%	12%	
	Weighted counts	395	117	278	142	63	134	57	228	167	73	159	91	39	
	Column Comparisons	-		A					b		c	c			
This is not important to me – don't mind if not offered	% within column	3%	3%	4%	4%	3%	3%	3%	4%	3%	3%	3%	3%	3%	
	Weighted counts	93	34	60	36	15	26	15	53	41	13	25	26	11	
	Column Comparisons	-													
This is a negative to me	% within column	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	1%	0%	1%	
	Weighted counts	13	4	9	3	6	3	1	10	3	0	6	2	3	
	Column Comparisons	-													
NET: Important (T2B)	% within column	83%	88%	79%	82%	83%	83%	86%	80%	86%	79%	80%	87%	84%	
	Weighted counts	2,455	1,126	1,329	821	406	784	444	1,157	1,298	325	785	831	287	
	Column Comparisons	-	B							A			a b		
Effective Column n	% within column														
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	
	Column Comparisons														
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QD10b_7: List of factors people consider when sending letters...														
Guaranteed delivery to recipient's door														
This is mandatory to me – a must have	% within column	53%	52%	58%	51%	51%	53%	54%	53%	49%	49%	60%	53%	53%
	Weighted counts	150	364	501	316	387	823	737	1,328	114	72	53	1,162	403
	Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision	% within column	28%	32%	27%	29%	32%	31%	29%	29%	33%	38%	28%	30%	31%
	Weighted counts	78	225	239	180	244	491	393	731	77	56	24	647	240
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	12%	13%	12%	15%	14%	13%	14%	13%	16%	10%	11%	14%	12%
	Weighted counts	33	88	107	92	108	196	196	335	37	14	10	295	94
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	6%	3%	2%	5%	3%	3%	3%	3%	3%	4%	1%	3%	3%
	Weighted counts	18	20	20	32	21	44	43	80	7	5	1	70	24
	Column Comparisons													
This is a negative to me	% within column	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	2	4	4	2	3	7	5	12	1	0	0	10	3
	Column Comparisons													
NET: Important (T2B)	% within column	81%	84%	85%	80%	83%	84%	82%	83%	81%	87%	87%	83%	84%
	Weighted counts	228	588	740	496	631	1,315	1,130	2,059	191	128	77	1,808	643
	Column Comparisons												c	C
Effective Column n	% within column													
	Weighted counts	193	495	620	427	523	1,072	979	1,298	265	249	252	1,412	647
	Column Comparisons													
Unweighted base		270	692	867	597	732	1,500	1,370	1,816	371	349	352	1,976	905
Weighted base		281	700	871	622	764	1,562	1,374	2,486	235	147	88	2,184	764
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QD10b_7: List of factors people consider when sending letters...		Unkn-
Guaranteed delivery to recipient's door		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	5
	Column Comparisons	
Unweighted base		7
Weighted base		10
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QD10b_8: List of factors people consider when sending letters... Daily collection service		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	36%	45%	30%	36%	37%	35%	39%	34%	38%	28%	29%	41%	45%
	Weighted counts	1,075	579	496	364	182	328	201	495	579	114	284	393	152
	Column Comparisons	-	B							a			A B	A B
This is a 'great to have' – makes a difference and can sway my decision	% within column	34%	33%	35%	34%	31%	36%	33%	35%	34%	30%	40%	34%	32%
	Weighted counts	1,009	420	589	343	153	341	171	503	506	125	387	319	108
	Column Comparisons	-										a c E	e	
This is a 'nice to have', but I can live without it being offered	% within column	21%	16%	26%	22%	24%	20%	20%	23%	20%	30%	24%	18%	15%
	Weighted counts	630	202	428	221	117	189	103	330	300	126	230	170	51
	Column Comparisons	-		A							b C D e	c d		
This is not important to me – don't mind if not offered	% within column	7%	6%	9%	7%	7%	8%	7%	7%	8%	11%	7%	6%	7%
	Weighted counts	217	71	146	66	35	78	38	104	113	46	65	60	24
	Column Comparisons	-		a										
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%
	Weighted counts	26	8	17	8	4	10	4	16	10	0	9	7	4
	Column Comparisons	-												
NET: Important (T2B)	% within column	70%	78%	65%	71%	68%	71%	72%	69%	72%	58%	69%	75%	77%
	Weighted counts	2,084	999	1,084	707	334	670	372	998	1,085	240	671	712	260
	Column Comparisons	-	B									a	A b	A b
Effective Column n	% within column													
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242
Column Comparisons														
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QD10b_8: List of factors people consider when sending letters... Daily collection service		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	47%	37%	41%	33%	33%	34%	39%	37%	29%	32%	43%	36%	38%
	Weighted counts	132	260	356	204	254	534	533	922	68	47	38	785	287
	Column Comparisons	A B		c d				a				b c		
This is a 'great to have' – makes a difference and can sway my decision	% within column	25%	35%	31%	35%	35%	36%	32%	34%	31%	38%	36%	34%	35%
	Weighted counts	69	248	273	217	271	563	442	848	74	55	32	742	265
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	19%	20%	20%	25%	22%	22%	21%	21%	29%	20%	16%	21%	20%
	Weighted counts	53	137	171	152	170	338	287	518	69	30	14	469	156
	Column Comparisons									a c d				
This is not important to me – don't mind if not offered	% within column	8%	7%	7%	7%	8%	7%	7%	7%	10%	10%	4%	8%	7%
	Weighted counts	21	51	58	46	62	116	99	176	23	14	4	164	53
	Column Comparisons													
This is a negative to me	% within column	2%	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%	1%	0%
	Weighted counts	5	5	13	2	7	11	13	23	2	1	0	24	2
	Column Comparisons													
NET: Important (T2B)	% within column	72%	73%	72%	68%	69%	70%	71%	71%	60%	69%	80%	70%	72%
	Weighted counts	201	508	629	422	525	1,097	975	1,769	141	102	71	1,527	552
	Column Comparisons	a							b		b	B c		
Effective Column n	% within column													
	Weighted counts	193	495	620	427	523	1,072	979	1,298	265	249	252	1,412	647
	Column Comparisons													
Unweighted base		270	692	867	597	732	1,500	1,370	1,816	371	349	352	1,976	905
Weighted base		281	700	871	622	764	1,562	1,374	2,486	235	147	88	2,184	764
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demo...
			Rurality
QD10b_8: List of factors people consider when sending letters... Daily collection service			Unkn-own
	% within column		**
This is mandatory to me – a must have	Weighted counts		
	Column Comparisons		
	% within column		**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts		
	Column Comparisons		
	% within column		**
This is a 'nice to have', but I can live without it being offered	Weighted counts		
	Column Comparisons		
	% within column		**
This is not important to me – don't mind if not offered	Weighted counts		
	Column Comparisons		
	% within column		**
This is a negative to me	Weighted counts		
	Column Comparisons		
	% within column		**
NET: Important (T2B)	Weighted counts		
	Column Comparisons		
	% within column		
Effective Column n	Weighted counts	5	
	Column Comparisons		
Unweighted base		7	
Weighted base		10	
Columns		C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics															
QD12_1: Frequency of sending ... compared to two years ago: Invitations/ greetings cards/ postcards			Methodology			Quarter				Gender		Age					SEG	
			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	4%	1%	1%	1%	2%	2%	
	Weighted counts	61	23	38	22	8	20	10	31	30	9	37	9	3	3	14	19	
	Column Comparisons	-										c						
Slightly more	% within column	8%	6%	9%	8%	10%	7%	8%	8%	8%	12%	10%	5%	6%	4%	8%	8%	
	Weighted counts	230	76	155	75	48	64	43	110	121	51	101	48	20	10	59	69	
	Column Comparisons	-		a							C d e	C e						
No change	% within column	53%	55%	52%	51%	54%	55%	51%	55%	52%	52%	51%	54%	54%	60%	49%	52%	
	Weighted counts	1,568	701	867	513	267	524	265	791	777	212	495	510	184	167	344	457	
	Column Comparisons	-																
Slightly less	% within column	18%	18%	18%	20%	16%	16%	21%	17%	20%	14%	16%	20%	24%	21%	21%	18%	
	Weighted counts	538	233	305	197	76	155	110	244	295	59	153	186	80	60	144	161	
	Column Comparisons	-												a b				
Much less	% within column	18%	19%	17%	18%	17%	18%	16%	18%	17%	17%	18%	20%	15%	14%	19%	18%	
	Weighted counts	518	239	279	184	81	171	82	261	257	70	172	189	50	38	133	156	
	Column Comparisons	-																
I don't know	% within column	1%	1%	2%	1%	2%	1%	2%	1%	2%	3%	2%	1%	1%	1%	1%	1%	
	Weighted counts	41	10	31	12	9	12	9	12	29	11	18	8	3	2	6	9	
	Column Comparisons	-		a						a								
NET: More	% within column	10%	8%	12%	10%	12%	9%	10%	10%	10%	15%	14%	6%	7%	5%	10%	10%	
	Weighted counts	291	98	193	97	57	84	52	141	150	60	138	57	23	13	73	88	
	Column Comparisons	-		a							C d E	C d E						
NET: Less	% within column	36%	37%	35%	38%	32%	34%	37%	35%	37%	31%	33%	39%	38%	35%	40%	36%	
	Weighted counts	1,056	472	585	380	157	327	192	504	552	129	324	375	130	98	277	317	
	Column Comparisons	-																
Effective Column n	% within column																	
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620	
	Column Comparisons																	
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867	
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QD12_1: Frequency of sending ... compared to two years ago: Invitations/ greetings cards/ postcards		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	2%	2%	3%	1%	2%	2%	2%	1%	2%	1%	**
	Weighted counts	11	17	47	14	53	4	3	1	51	9	
	Column Comparisons			b								
Slightly more	% within column	9%	6%	9%	7%	8%	9%	7%	6%	8%	8%	**
	Weighted counts	54	49	135	92	195	20	10	5	167	63	
	Column Comparisons											
No change	% within column	55%	56%	50%	56%	53%	53%	56%	58%	53%	53%	**
	Weighted counts	340	427	784	772	1,311	124	82	52	1,157	403	
	Column Comparisons				a							
Slightly less	% within column	16%	18%	18%	19%	19%	16%	17%	16%	18%	19%	**
	Weighted counts	97	136	277	261	461	39	25	14	395	143	
	Column Comparisons											
Much less	% within column	19%	15%	20%	15%	17%	19%	17%	17%	17%	18%	**
	Weighted counts	117	113	306	208	434	44	24	15	382	136	
	Column Comparisons			b								
I don't know	% within column	0%	3%	1%	2%	1%	2%	2%	1%	1%	1%	**
	Weighted counts	3	23	14	28	33	4	3	1	31	9	
	Column Comparisons		a b c		a							
NET: More	% within column	10%	9%	12%	8%	10%	10%	9%	7%	10%	9%	**
	Weighted counts	65	66	182	106	248	24	13	6	219	72	
	Column Comparisons			b								
NET: Less	% within column	34%	33%	37%	34%	36%	35%	34%	33%	36%	37%	**
	Weighted counts	214	248	583	469	894	83	49	30	777	280	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD12_2: Frequency of sending ... compared to two years ago: Personal letters			Demographics															
			Methodology			Quarter				Gender		Age					SEG	
			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	0%	0%	0%	1%	1%		
	Weighted counts	27	10	17	5	6	11	5	10	17	11	14	2	0	0	7	7	
	Column Comparisons	-									c d	c						
Slightly more	% within column	6%	4%	7%	6%	8%	5%	5%	6%	5%	13%	7%	3%	2%	0%	6%	4%	
	Weighted counts	166	48	118	57	37	44	28	86	80	55	72	32	6	1	39	39	
	Column Comparisons	-		a							b C D E	c d E	e					
No change	% within column	50%	53%	48%	48%	47%	55%	51%	51%	49%	48%	51%	49%	49%	58%	45%	52%	
	Weighted counts	1,487	684	803	477	228	519	262	741	746	199	494	466	166	163	313	456	
	Column Comparisons	-	b				a b											
Slightly less	% within column	16%	14%	18%	16%	13%	16%	18%	16%	16%	15%	13%	16%	22%	20%	18%	15%	
	Weighted counts	470	175	295	163	63	150	95	233	237	64	124	152	75	55	128	135	
	Column Comparisons	-		a										b				
Much less	% within column	26%	27%	25%	27%	30%	23%	24%	25%	27%	18%	26%	30%	27%	20%	29%	25%	
	Weighted counts	756	344	413	274	147	213	122	355	402	72	249	286	91	57	205	220	
	Column Comparisons	-										a	A e	a				
I don't know	% within column	2%	2%	2%	3%	2%	1%	1%	2%	2%	3%	2%	1%	1%	1%	1%	2%	
	Weighted counts	51	20	30	25	9	10	6	24	27	11	23	11	2	4	9	14	
	Column Comparisons	-																
NET: More	% within column	7%	5%	8%	6%	9%	6%	6%	7%	6%	16%	9%	4%	2%	0%	7%	5%	
	Weighted counts	193	58	135	62	43	55	33	96	97	66	86	35	6	1	46	46	
	Column Comparisons	-		a							b C D E	C D E	e					
NET: Less	% within column	41%	41%	42%	44%	43%	38%	42%	41%	42%	33%	38%	46%	49%	40%	47%	41%	
	Weighted counts	1,226	519	708	437	210	363	216	588	638	136	373	439	167	113	332	355	
	Column Comparisons	-											A b	A b		c d		
Effective Column n	% within column																	
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620	
Unweighted base	Column Comparisons																	
		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867	
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QD12_2: Frequency of sending ... compared to two years ago: Personal letters		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	**
	Weighted counts	7	6	19	8	25	2	0	0	20	7	
	Column Comparisons											
Slightly more	% within column	6%	6%	6%	5%	6%	6%	6%	3%	6%	5%	**
	Weighted counts	39	49	96	63	141	14	8	3	126	39	
	Column Comparisons											
No change	% within column	53%	51%	47%	54%	50%	51%	53%	57%	51%	49%	**
	Weighted counts	327	391	736	743	1,240	119	77	51	1,110	374	
	Column Comparisons				a							
Slightly less	% within column	14%	15%	16%	16%	16%	15%	17%	14%	15%	17%	**
	Weighted counts	90	118	256	213	397	36	25	12	336	132	
	Column Comparisons											
Much less	% within column	25%	23%	28%	23%	26%	25%	22%	24%	26%	25%	**
	Weighted counts	155	176	430	320	644	58	33	21	562	195	
	Column Comparisons			b								
I don't know	% within column	1%	3%	2%	2%	2%	3%	2%	1%	1%	2%	**
	Weighted counts	5	22	24	26	40	6	3	1	29	17	
	Column Comparisons											
NET: More	% within column	7%	7%	7%	5%	7%	7%	6%	4%	7%	6%	**
	Weighted counts	46	56	115	71	166	16	9	3	147	46	
	Column Comparisons			b								
NET: Less	% within column	39%	39%	44%	39%	42%	40%	40%	38%	41%	43%	**
	Weighted counts	244	295	686	533	1,041	94	58	33	898	327	
	Column Comparisons			b								
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). [Part 2 of 2](#)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics															
QD12_3: Frequency of sending ... compared to two years ago: Formal letters to organisations or individuals			Methodology			Quarter				Gender		Age					SEG	
			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	2%	1%	3%	2%	2%	2%	2%	2%	2%	3%	3%	1%	2%	0%	3%	2%	
	Weighted counts	61	18	43	20	12	21	9	33	29	14	29	12	5	1	18	16	
	Column Comparisons	-																
Slightly more	% within column	8%	5%	11%	7%	8%	9%	9%	9%	7%	15%	11%	6%	4%	1%	9%	7%	
	Weighted counts	244	64	181	74	41	82	47	135	110	61	110	55	15	4	66	65	
	Column Comparisons	-		A							C D E	C d E	e					
No change	% within column	51%	56%	47%	49%	49%	55%	50%	49%	52%	52%	48%	51%	50%	59%	48%	51%	
	Weighted counts	1,505	715	790	491	238	517	258	717	788	216	472	481	169	167	335	441	
	Column Comparisons	-	B															
Slightly less	% within column	18%	17%	19%	18%	19%	17%	20%	18%	18%	14%	19%	18%	19%	21%	19%	19%	
	Weighted counts	538	212	326	181	93	158	105	266	272	57	184	173	65	59	132	169	
	Column Comparisons	-																
Much less	% within column	19%	20%	18%	21%	20%	16%	18%	19%	19%	13%	16%	23%	25%	16%	20%	19%	
	Weighted counts	559	259	299	213	98	154	93	273	285	54	158	219	84	44	143	163	
	Column Comparisons	-											A b e	a b e				
I don't know	% within column	2%	1%	2%	2%	2%	2%	1%	2%	2%	3%	2%	1%	0%	2%	1%	2%	
	Weighted counts	50	12	38	22	7	14	6	25	25	11	23	10	1	5	6	18	
	Column Comparisons	-		a														
NET: More	% within column	10%	6%	13%	9%	11%	11%	11%	12%	9%	18%	14%	7%	6%	2%	12%	9%	
	Weighted counts	306	82	223	94	53	103	56	167	138	75	138	67	20	5	84	81	
	Column Comparisons	-		A							C D E	C d E	e	e				
NET: Less	% within column	37%	37%	37%	39%	39%	33%	38%	37%	37%	27%	35%	41%	44%	37%	39%	38%	
	Weighted counts	1,096	471	625	394	191	313	198	539	557	110	342	392	149	103	275	332	
	Column Comparisons	-										a	A b	A b	a			
Effective Column n	% within column																	
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620	
Unweighted base	% within column																	
	Weighted counts	2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867	
Weighted base	% within column																	
	Weighted counts	2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD12_3: Frequency of sending ... compared to two years ago: Formal letters to organisations or individuals		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	2%	2%	2%	2%	2%	3%	2%	1%	2%	2%	**
	Weighted counts	14	13	39	22	50	7	3	1	48	13	
	Column Comparisons											
Slightly more	% within column	8%	9%	9%	7%	8%	12%	10%	7%	8%	8%	**
	Weighted counts	48	65	145	99	195	28	15	6	181	64	
	Column Comparisons											
No change	% within column	52%	53%	48%	54%	50%	50%	54%	61%	52%	47%	**
	Weighted counts	326	403	757	740	1,255	116	80	54	1,140	362	
	Column Comparisons				a							
Slightly less	% within column	18%	16%	19%	18%	18%	18%	15%	15%	17%	20%	**
	Weighted counts	112	124	293	241	459	43	22	13	377	156	
	Column Comparisons											
Much less	% within column	19%	18%	20%	18%	20%	15%	17%	15%	19%	20%	**
	Weighted counts	115	138	306	246	487	35	25	13	407	152	
	Column Comparisons											
I don't know	% within column	1%	3%	1%	2%	2%	2%	2%	1%	1%	2%	**
	Weighted counts	6	20	22	26	40	6	3	1	30	16	
	Column Comparisons											
NET: More	% within column	10%	10%	12%	9%	10%	15%	12%	8%	10%	10%	**
	Weighted counts	62	79	184	121	245	35	18	7	228	77	
	Column Comparisons			b								
NET: Less	% within column	37%	34%	38%	35%	38%	33%	32%	30%	36%	40%	**
	Weighted counts	227	262	600	487	946	78	46	26	784	308	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
	Column Comparisons											
Unweighted base		597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base		622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
QD12_4: Frequency of sending ... compared to two years ago: Payments for bills/ invoices/ statements		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	1%	1%	2%	2%	2%	1%	1%	2%	1%	3%	2%	0%	1%	0%	1%	1%
	Weighted counts	42	8	34	15	9	12	5	24	18	12	21	3	4	1	7	11
	Column Comparisons	-		a							c	c					
Slightly more	% within column	5%	3%	7%	4%	5%	5%	5%	6%	4%	12%	7%	3%	1%	1%	6%	4%
	Weighted counts	148	38	110	44	25	51	28	82	66	50	64	28	5	2	39	36
	Column Comparisons	-		A							b C D E	c d e					
No change	% within column	49%	53%	45%	45%	51%	50%	51%	49%	49%	59%	47%	47%	47%	52%	44%	48%
	Weighted counts	1,445	685	759	455	250	473	266	706	739	242	455	443	159	146	310	421
	Column Comparisons	-	B								b c d						
Slightly less	% within column	15%	17%	14%	14%	13%	16%	19%	15%	16%	9%	15%	16%	20%	16%	17%	16%
	Weighted counts	449	220	229	140	63	148	98	214	235	35	146	153	69	45	122	137
	Column Comparisons	-	b									a	a	A	a		
Much less	% within column	28%	24%	30%	32%	28%	26%	22%	28%	28%	15%	27%	33%	30%	29%	30%	29%
	Weighted counts	823	313	509	325	137	248	113	404	419	60	266	313	101	82	209	256
	Column Comparisons	-		a	c D							A	A b	A	A		
I don't know	% within column	2%	1%	2%	2%	1%	2%	2%	1%	2%	3%	2%	1%	1%	2%	2%	1%
	Weighted counts	50	16	34	22	6	14	8	19	32	12	22	9	2	5	14	10
	Column Comparisons	-															
NET: More	% within column	6%	4%	9%	6%	7%	7%	6%	7%	6%	15%	9%	3%	3%	1%	7%	5%
	Weighted counts	190	46	144	60	34	63	33	106	84	62	86	31	9	3	46	47
	Column Comparisons	-		A							b C D E	C d E					
NET: Less	% within column	43%	42%	44%	46%	41%	42%	41%	43%	43%	23%	42%	49%	50%	45%	47%	45%
	Weighted counts	1,272	533	739	465	200	396	211	618	654	96	412	467	170	127	331	393
	Column Comparisons	-										A	A b	A	A		
Effective Column n																	
Weighted counts		2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Column Comparisons																	
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QD12_4: Frequency of sending ... compared to two years ago: Payments for bills/ invoices/ statements		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	2%	1%	2%	1%	1%	2%	1%	1%	2%	1%	**
	Weighted counts	14	10	30	12	35	4	1	1	34	8	
	Column Comparisons			b								
Slightly more	% within column	6%	5%	5%	4%	5%	6%	5%	4%	5%	4%	**
	Weighted counts	35	39	85	60	125	13	8	3	119	28	
	Column Comparisons											
No change	% within column	52%	51%	46%	52%	49%	47%	53%	55%	50%	46%	**
	Weighted counts	325	389	722	718	1,206	111	79	49	1,092	348	
	Column Comparisons				a							
Slightly less	% within column	13%	15%	16%	14%	16%	14%	13%	11%	15%	16%	**
	Weighted counts	80	111	246	199	388	32	19	10	326	122	
	Column Comparisons											
Much less	% within column	26%	26%	29%	26%	28%	30%	25%	27%	27%	31%	**
	Weighted counts	161	196	461	355	691	71	37	24	584	239	
	Column Comparisons											
I don't know	% within column	1%	3%	1%	2%	2%	2%	2%	1%	1%	3%	**
	Weighted counts	7	20	19	30	41	5	3	1	29	20	
	Column Comparisons											
NET: More	% within column	8%	6%	7%	5%	6%	7%	6%	5%	7%	5%	**
	Weighted counts	48	48	114	72	160	17	9	4	153	35	
	Column Comparisons											
NET: Less	% within column	39%	40%	45%	40%	43%	44%	38%	38%	42%	47%	**
	Weighted counts	241	307	707	554	1,079	103	56	34	910	361	
	Column Comparisons			b								
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). [Part 2 of 2](#)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QD12_5: Frequency of sending ... compared to two years ago: Smaller parcels - that will fit through a letterbox		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	3%	2%	3%	2%	2%	4%	3%	2%	4%	4%	4%	3%	1%	0%	4%	2%
	Weighted counts	86	30	56	23	9	39	15	32	54	18	42	25	2	0	26	18
	Column Comparisons	-									d e	d e	e				
Slightly more	% within column	14%	11%	17%	14%	16%	14%	13%	14%	15%	22%	17%	13%	9%	4%	14%	14%
	Weighted counts	420	137	283	139	78	134	69	197	223	91	168	121	31	10	97	122
	Column Comparisons	-		A							C D E	c d E	E	e			
No change	% within column	60%	65%	55%	58%	57%	61%	63%	59%	60%	55%	57%	59%	63%	72%	60%	61%
	Weighted counts	1,763	839	924	579	279	581	324	852	911	226	561	560	214	202	421	534
	Column Comparisons	-	B												A B c		
Slightly less	% within column	10%	8%	12%	10%	10%	9%	11%	11%	9%	9%	10%	11%	11%	8%	10%	10%
	Weighted counts	296	98	199	103	50	87	56	161	135	35	94	108	37	21	68	88
	Column Comparisons	-		a													
Much less	% within column	12%	13%	11%	14%	13%	10%	9%	13%	10%	8%	9%	13%	15%	16%	12%	12%
	Weighted counts	341	161	180	137	66	92	46	183	158	33	87	125	52	44	81	102
	Column Comparisons	-											a b	a b	a b		
I don't know	% within column	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%
	Weighted counts	49	16	33	20	8	13	9	23	27	9	24	10	4	3	8	7
	Column Comparisons	-															
NET: More	% within column	17%	13%	20%	16%	18%	18%	16%	16%	18%	26%	22%	15%	10%	4%	18%	16%
	Weighted counts	507	167	339	162	87	174	84	230	277	108	210	146	33	10	123	140
	Column Comparisons	-		A							C D E	c D E	d E	e			
NET: Less	% within column	22%	20%	23%	24%	24%	19%	20%	24%	19%	17%	19%	25%	26%	23%	21%	22%
	Weighted counts	637	258	379	240	116	179	102	344	293	68	181	234	89	65	149	191
	Column Comparisons	-							b				a b	a b			
Effective Column n	% within column																
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Unweighted base	% within column																
	Weighted counts	2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base	% within column																
	Weighted counts	2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD12_5: Frequency of sending ... compared to two years ago: Smaller parcels - that will fit through a letterbox		Demographics										
		SEG		Working status		UK nation				Rurality		Unkn- own
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
Much more	% within column	3%	3%	4%	2%	3%	3%	2%	4%	3%	3%	**
	Weighted counts	20	23	55	30	75	6	2	3	67	19	
	Column Comparisons											
Slightly more	% within column	16%	13%	17%	11%	14%	13%	17%	11%	14%	16%	**
	Weighted counts	99	102	266	153	355	31	25	9	301	119	
	Column Comparisons			B								
No change	% within column	58%	59%	57%	63%	59%	59%	59%	70%	61%	56%	**
	Weighted counts	360	449	892	861	1,476	138	87	62	1,326	431	
	Column Comparisons			a								
Slightly less	% within column	10%	10%	11%	9%	10%	11%	11%	8%	9%	12%	**
	Weighted counts	63	76	171	121	246	27	16	7	207	89	
	Column Comparisons											
Much less	% within column	11%	12%	10%	13%	12%	12%	9%	7%	12%	12%	**
	Weighted counts	68	90	158	178	294	28	13	6	251	90	
	Column Comparisons			a								
I don't know	% within column	2%	3%	1%	2%	2%	2%	2%	1%	1%	2%	**
	Weighted counts	11	23	19	31	40	5	3	1	32	16	
	Column Comparisons		b									
NET: More	% within column	19%	16%	21%	13%	17%	16%	19%	14%	17%	18%	**
	Weighted counts	119	125	321	183	429	37	27	13	369	138	
	Column Comparisons			B								
NET: Less	% within column	21%	22%	21%	22%	22%	23%	20%	15%	21%	23%	**
	Weighted counts	131	166	330	299	540	54	29	13	458	178	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
		597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base		622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
	Columns	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QD12_6: Frequency of sending ... compared to two years ago: Larger parcels - that will not fit through a letterbox		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	3%	3%	4%	2%	3%	4%	4%	3%	3%	5%	4%	3%	1%	0%	4%	3%
	Weighted counts	95	33	62	23	12	39	20	43	52	22	43	26	4	0	26	26
	Column Comparisons	-									d e	d e	e				
Slightly more	% within column	13%	8%	17%	12%	14%	13%	13%	12%	14%	19%	18%	11%	6%	1%	13%	13%
	Weighted counts	384	100	284	122	69	126	67	175	209	80	174	105	21	4	94	113
	Column Comparisons	-		A							C D E	C D E	d E	e			
No change	% within column	62%	71%	55%	62%	59%	63%	62%	61%	62%	57%	58%	64%	65%	71%	62%	63%
	Weighted counts	1,823	905	918	616	290	594	322	890	933	235	563	605	221	199	435	548
	Column Comparisons	-	B												a b		
Slightly less	% within column	9%	7%	10%	9%	8%	8%	8%	10%	7%	10%	8%	9%	10%	6%	7%	9%
	Weighted counts	254	84	170	94	41	76	43	143	111	39	80	84	33	18	51	79
	Column Comparisons	-		a					b								
Much less	% within column	12%	11%	13%	13%	14%	10%	11%	12%	12%	6%	10%	13%	16%	20%	12%	11%
	Weighted counts	351	141	210	131	67	96	57	174	177	27	93	119	55	57	83	97
	Column Comparisons	-											a	A b	A B c		
I don't know	% within column	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	1%
	Weighted counts	50	18	32	15	11	16	8	23	27	8	22	11	6	3	11	8
	Column Comparisons	-															
NET: More	% within column	16%	10%	21%	14%	17%	17%	17%	15%	17%	25%	22%	14%	7%	1%	17%	16%
	Weighted counts	479	133	346	145	81	165	88	218	261	102	217	132	24	4	121	139
	Column Comparisons	-		A							C D E	C D E	d E	e			
NET: Less	% within column	20%	18%	23%	22%	22%	18%	19%	22%	19%	16%	18%	21%	26%	27%	19%	20%
	Weighted counts	606	226	380	225	108	172	100	318	288	66	173	203	88	75	134	176
	Column Comparisons	-		a										a b	a b		
Effective Column n	% within column																
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Unweighted base	% within column																
	Weighted counts	2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base	% within column																
	Weighted counts	2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QD12_6: Frequency of sending ... compared to two years ago: Larger parcels - that will not fit through a letterbox		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	2%	4%	4%	2%	3%	2%	2%	3%	3%	3%	**
	Weighted counts	14	29	62	30	84	5	3	3	75	20	
	Column Comparisons			b								
Slightly more	% within column	14%	12%	16%	9%	13%	15%	13%	10%	13%	14%	**
	Weighted counts	85	91	251	130	320	36	19	9	280	104	
	Column Comparisons			B								
No change	% within column	61%	61%	60%	64%	62%	57%	64%	69%	63%	58%	**
	Weighted counts	377	462	932	880	1,534	134	94	61	1,374	442	
	Column Comparisons			a								
Slightly less	% within column	10%	8%	9%	8%	8%	11%	7%	9%	8%	9%	**
	Weighted counts	63	61	143	111	210	26	11	8	182	72	
	Column Comparisons											
Much less	% within column	12%	13%	10%	14%	12%	13%	11%	8%	11%	14%	**
	Weighted counts	75	96	154	193	298	30	16	7	240	110	
	Column Comparisons			a								
I don't know	% within column	1%	3%	1%	2%	2%	2%	2%	2%	2%	2%	**
	Weighted counts	7	24	20	30	40	5	3	1	33	15	
	Column Comparisons		b									
NET: More	% within column	16%	16%	20%	12%	16%	17%	15%	13%	16%	16%	**
	Weighted counts	99	120	314	160	404	41	22	12	354	124	
	Column Comparisons			B								
NET: Less	% within column	22%	21%	19%	22%	20%	23%	18%	16%	19%	24%	**
	Weighted counts	139	157	296	304	509	55	27	14	423	182	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD12_7: Frequency of sending ... compared to two years ago: Items requiring a signature		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	3%	2%	3%	3%	2%	2%	3%	3%	3%	3%	4%	2%	1%	0%	3%	3%
	Weighted counts	78	27	50	26	12	23	16	38	39	11	41	23	2	0	21	23
	Column Comparisons	-										d e					
Slightly more	% within column	13%	9%	16%	13%	13%	13%	11%	15%	10%	20%	16%	11%	5%	4%	16%	11%
	Weighted counts	372	111	261	128	62	126	56	216	156	84	153	107	19	10	112	96
	Column Comparisons	-		A					b		C D E	c D E	d e			b d	
No change	% within column	65%	72%	59%	62%	63%	68%	67%	63%	67%	57%	62%	67%	70%	75%	63%	68%
	Weighted counts	1,924	928	996	623	308	647	347	907	1,017	236	609	633	237	209	443	588
	Column Comparisons	-	B						a				a	a	A b		
Slightly less	% within column	7%	4%	9%	7%	9%	5%	9%	7%	7%	8%	7%	7%	7%	5%	5%	6%
	Weighted counts	206	54	152	66	43	51	47	100	106	32	69	69	23	13	38	55
	Column Comparisons	-		A													
Much less	% within column	11%	10%	11%	13%	11%	9%	9%	11%	10%	8%	8%	11%	16%	14%	11%	11%
	Weighted counts	312	134	178	131	52	83	46	162	150	34	77	106	55	40	76	94
	Column Comparisons	-												a B	b		
I don't know	% within column	2%	2%	2%	3%	2%	2%	1%	2%	3%	4%	3%	1%	1%	3%	2%	2%
	Weighted counts	65	27	39	29	12	17	7	24	41	15	26	12	5	8	11	15
	Column Comparisons	-															
NET: More	% within column	15%	11%	19%	15%	15%	16%	14%	18%	13%	23%	20%	14%	6%	4%	19%	14%
	Weighted counts	450	138	312	154	75	149	72	255	195	95	195	130	21	10	133	119
	Column Comparisons	-		A					b		C D E	c D E	d E			d	
NET: Less	% within column	18%	15%	20%	20%	19%	14%	18%	18%	17%	16%	15%	18%	23%	19%	16%	17%
	Weighted counts	518	189	329	196	95	133	93	262	256	67	146	175	78	53	113	149
	Column Comparisons	-		a	c												
Effective Column n	% within column																
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Unweighted base	% within column																
	Weighted counts	2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base	% within column																
	Weighted counts	2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD12_7: Frequency of sending ... compared to two years ago: Items requiring a signature		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	2%	3%	3%	2%	3%	2%	3%	4%	3%	2%	**
	Weighted counts	12	21	48	28	66	5	4	3	60	17	
	Column Comparisons											
Slightly more	% within column	14%	10%	15%	10%	13%	13%	13%	12%	13%	12%	**
	Weighted counts	87	78	229	139	311	31	19	11	283	88	
	Column Comparisons			b								
No change	% within column	63%	66%	63%	68%	65%	66%	64%	70%	66%	63%	**
	Weighted counts	392	501	983	932	1,611	156	95	62	1,440	478	
	Column Comparisons			a								
Slightly less	% within column	9%	7%	8%	6%	7%	6%	8%	5%	6%	8%	**
	Weighted counts	57	57	120	80	175	15	12	5	141	64	
	Column Comparisons											
Much less	% within column	10%	11%	9%	12%	11%	11%	10%	6%	10%	13%	**
	Weighted counts	60	83	148	163	266	26	14	5	214	98	
	Column Comparisons											
I don't know	% within column	2%	3%	2%	2%	2%	1%	2%	2%	2%	2%	**
	Weighted counts	15	24	34	31	57	2	3	2	44	19	
	Column Comparisons											
NET: More	% within column	16%	13%	18%	12%	15%	15%	16%	16%	16%	14%	**
	Weighted counts	99	99	277	167	377	36	23	14	344	105	
	Column Comparisons			B								
NET: Less	% within column	19%	18%	17%	18%	18%	17%	17%	12%	16%	21%	**
	Weighted counts	116	140	268	244	441	41	26	10	355	162	
	Column Comparisons										a	
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QD12_8: Frequency of sending ... compared to two years ago: Tracked post		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	4%	2%	5%	4%	4%	4%	4%	3%	5%	6%	6%	3%	1%	1%	5%	4%
	Weighted counts	120	29	90	39	18	41	22	51	69	25	56	33	3	2	33	32
	Column Comparisons	-		A							d e	d e					
Slightly more	% within column	15%	13%	17%	16%	13%	16%	16%	16%	15%	22%	19%	14%	10%	7%	16%	17%
	Weighted counts	457	165	292	157	64	155	81	229	228	89	184	131	33	19	115	147
	Column Comparisons	-		a							c D E	c d E	e				
No change	% within column	62%	69%	58%	60%	62%	64%	64%	63%	62%	55%	59%	64%	70%	72%	61%	63%
	Weighted counts	1,845	881	964	606	303	604	333	907	938	225	573	609	237	202	427	546
	Column Comparisons	-	B										a	A b	A b		
Slightly less	% within column	6%	5%	8%	6%	7%	6%	6%	6%	6%	8%	6%	7%	5%	4%	5%	5%
	Weighted counts	186	58	128	64	35	58	30	91	95	31	57	69	18	11	38	48
	Column Comparisons	-		a													
Much less	% within column	9%	9%	9%	11%	11%	7%	8%	9%	9%	8%	7%	10%	12%	13%	10%	9%
	Weighted counts	276	119	157	110	55	68	44	136	140	33	71	93	42	37	72	82
	Column Comparisons	-															
I don't know	% within column	2%	2%	3%	3%	3%	2%	2%	2%	3%	2%	3%	2%	2%	4%	2%	2%
	Weighted counts	73	29	44	27	15	21	9	35	38	8	33	14	6	10	15	17
	Column Comparisons	-															
NET: More	% within column	19%	15%	23%	20%	17%	21%	20%	19%	20%	28%	25%	17%	11%	7%	21%	21%
	Weighted counts	576	194	382	195	82	196	103	279	297	115	240	164	36	21	148	179
	Column Comparisons	-		A							C D E	c D E	d E				
NET: Less	% within column	16%	14%	17%	17%	18%	13%	14%	16%	16%	16%	13%	17%	18%	17%	16%	15%
	Weighted counts	462	177	286	173	89	126	73	227	235	64	129	162	60	48	111	129
	Column Comparisons	-		a													
Effective Column n	% within column																
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Unweighted base	% within column																
	Weighted counts	2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base	% within column																
	Weighted counts	2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QD12_8: Frequency of sending ... compared to two years ago: Tracked post		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	5%	3%	5%	3%	4%	3%	3%	4%	4%	3%	**
	Weighted counts	31	24	74	44	104	7	5	3	93	26	
	Column Comparisons											
Slightly more	% within column	15%	13%	18%	12%	15%	18%	15%	14%	15%	16%	**
	Weighted counts	93	101	280	170	381	42	22	12	338	119	
	Column Comparisons			B								
No change	% within column	61%	65%	60%	66%	62%	61%	62%	70%	63%	61%	**
	Weighted counts	377	495	937	902	1,548	144	91	62	1,374	465	
	Column Comparisons			a								
Slightly less	% within column	8%	6%	7%	5%	6%	5%	7%	4%	7%	5%	**
	Weighted counts	51	49	112	71	160	12	10	4	144	42	
	Column Comparisons											
Much less	% within column	9%	9%	8%	11%	9%	10%	8%	7%	8%	12%	**
	Weighted counts	56	66	128	148	235	23	12	6	184	92	
	Column Comparisons			a						a		
I don't know	% within column	2%	4%	2%	3%	2%	3%	5%	1%	2%	3%	**
	Weighted counts	13	28	33	39	58	7	7	1	50	20	
	Column Comparisons											
NET: More	% within column	20%	16%	23%	16%	20%	21%	18%	18%	20%	19%	**
	Weighted counts	125	125	353	214	485	49	27	16	431	145	
	Column Comparisons			B								
NET: Less	% within column	17%	15%	15%	16%	16%	15%	15%	11%	15%	17%	**
	Weighted counts	107	115	239	219	395	35	22	10	329	133	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns	Column Comparisons											
	Weighted counts	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QD12_9: Frequency of sending ... compared to two years ago: Other		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	1%	0%	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%	0%	1%	0%	1%
	Weighted counts	16	0	16	2	4	4	6	8	9	2	7	6	0	2	3	6
	Column Comparisons	-		a													
Slightly more	% within column	1%	0%	2%	1%	2%	1%	2%	2%	1%	2%	3%	1%	0%	0%	1%	1%
	Weighted counts	40	5	35	11	7	13	9	24	16	8	24	6	1	1	4	9
	Column Comparisons	-		a								c					
No change	% within column	11%	13%	9%	4%	5%	6%	37%	10%	11%	11%	11%	10%	10%	11%	14%	11%
	Weighted counts	319	170	149	44	23	61	190	150	169	45	108	99	35	32	100	94
	Column Comparisons	-	b					A B C								c	
Slightly less	% within column	1%	0%	2%	1%	2%	1%	3%	1%	2%	1%	2%	1%	1%	1%	1%	1%
	Weighted counts	43	3	40	6	10	13	13	19	24	4	22	11	5	2	9	10
	Column Comparisons	-		A				a									
Much less	% within column	1%	1%	1%	2%	1%	0%	3%	2%	1%	2%	1%	1%	1%	1%	1%	1%
	Weighted counts	39	16	23	18	3	4	13	28	11	7	14	12	3	4	6	11
	Column Comparisons	-						c	b								
I don't know	% within column	85%	85%	84%	92%	90%	90%	55%	84%	85%	84%	82%	86%	87%	85%	82%	85%
	Weighted counts	2,497	1,084	1,413	917	442	852	286	1,217	1,280	347	797	817	296	240	578	742
	Column Comparisons	-			D	D	D										
NET: More	% within column	2%	0%	3%	1%	2%	2%	3%	2%	2%	2%	3%	1%	0%	1%	1%	2%
	Weighted counts	57	5	51	14	12	16	15	31	25	9	31	11	1	3	7	15
	Column Comparisons	-		A													
NET: Less	% within column	3%	2%	4%	2%	3%	2%	5%	3%	2%	2%	4%	2%	2%	2%	2%	2%
	Weighted counts	82	19	62	24	13	18	27	47	35	10	36	23	7	6	15	21
	Column Comparisons	-		a				c									
Effective Column n	% within column																
	Weighted counts	2,062	665	1,397	696	342	662	362	994	1,068	281	691	654	242	193	494	619
Column Comparisons																	
Unweighted base		2,886	931	1,955	974	479	927	506	1,391	1,495	394	967	916	339	270	692	867
Weighted base		2,954	1,278	1,676	999	490	947	518	1,445	1,509	412	972	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG		Working status		UK nation				Rurality			
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own	
QD12_9: Frequency of sending ... compared to two years ago: Other		% within column	0%	1%	0%	1%	1%	0%	0%	0%	0%	1%	**
Much more		Weighted counts	3	5	7	9	15	1	0	0	11	6	
		Column Comparisons											
		% within column	2%	2%	2%	1%	1%	1%	2%	0%	1%	1%	**
Slightly more		Weighted counts	15	12	28	13	35	2	3	0	30	10	
		Column Comparisons											
		% within column	8%	10%	10%	11%	11%	9%	6%	13%	11%	11%	**
No change		Weighted counts	52	74	157	155	277	20	9	12	234	83	
		Column Comparisons											
		% within column	2%	2%	2%	1%	1%	2%	3%	1%	1%	1%	**
Slightly less		Weighted counts	10	14	29	14	33	4	4	1	32	11	
		Column Comparisons											
		% within column	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	**
Much less		Weighted counts	15	7	24	15	36	1	1	1	32	7	
		Column Comparisons											
		% within column	85%	86%	84%	85%	84%	88%	88%	83%	84%	85%	**
I don't know		Weighted counts	524	654	1,314	1,168	2,087	207	129	74	1,842	647	
		Column Comparisons											
		% within column	3%	2%	2%	2%	2%	1%	2%	1%	2%	2%	**
NET: More		Weighted counts	18	16	35	22	50	3	3	1	41	16	
		Column Comparisons											
		% within column	4%	3%	3%	2%	3%	2%	4%	2%	3%	2%	**
NET: Less		Weighted counts	25	20	52	29	69	6	5	2	64	18	
		Column Comparisons											
		% within column											
Effective Column n		Weighted counts	425	523	1,070	979	1,296	265	249	251	1,410	647	5
		Column Comparisons											
Unweighted base			595	732	1,498	1,370	1,814	371	349	352	1,974	905	7
Weighted base			618	764	1,559	1,374	2,483	235	147	88	2,180	764	10
Columns			C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	
Email	% within column	61%	55%	66%	63%	59%	64%	62%	62%	60%	63%	63%	62%	56%	58%	72%	
	Weighted counts	1,816	702	1,115	316	570	305	626	905	912	265	614	585	194	158	506	
	Column Comparisons	-		A												b C D	
Text messaging/ SMS	% within column	42%	40%	42%	39%	41%	42%	43%	40%	43%	54%	47%	40%	28%	23%	43%	
	Weighted counts	1,228	516	712	196	394	200	440	577	652	227	460	381	98	62	299	
	Column Comparisons	-									b C D E	c D E	D E				
Mobile phone calls	% within column	39%	40%	38%	36%	37%	46%	39%	38%	40%	46%	44%	37%	30%	29%	39%	
	Weighted counts	1,154	514	640	177	362	218	397	555	599	194	429	346	104	81	276	
	Column Comparisons	-					a b				c D E	c D E					
Instant Messaging	% within column	30%	28%	31%	30%	28%	30%	32%	27%	33%	50%	42%	23%	11%	7%	33%	
	Weighted counts	887	359	528	150	269	142	326	391	497	208	408	212	40	19	232	
	Column Comparisons	-							a		b C D E	C D E	D E				
Social networking websites/ apps	% within column	30%	27%	32%	25%	32%	31%	29%	27%	33%	49%	39%	23%	13%	10%	28%	
	Weighted counts	882	342	540	124	312	149	297	388	495	207	386	218	45	27	200	
	Column Comparisons	-		a						a	b C D E	C D E	D E				
In person/ face-to-face	% within column	16%	15%	17%	13%	19%	20%	14%	16%	16%	27%	18%	14%	10%	13%	15%	
	Weighted counts	481	189	293	65	185	94	138	238	243	112	171	128	34	37	106	
	Column Comparisons	-				a d	a d				b C D e	d					
Landline calls	% within column	16%	11%	19%	13%	16%	21%	14%	14%	18%	11%	11%	14%	23%	35%	15%	
	Weighted counts	464	137	326	65	153	99	146	199	265	44	111	135	79	96	109	
	Column Comparisons	-		A			a d			a				A B c	A B C d		
Other	% within column	1%	1%	1%	0%	1%	1%	0%	1%	0%	1%	1%	0%	1%	0%	0%	
	Weighted counts	18	9	9	2	7	5	4	11	7	3	7	5	3	0	2	
	Column Comparisons	-															
None in particular	% within column	16%	20%	13%	16%	17%	15%	15%	17%	15%	12%	11%	18%	25%	21%	12%	
	Weighted counts	475	260	214	78	166	74	157	247	228	50	112	167	88	58	87	
	Column Comparisons	-	B										a b	A B c	a B		
I don't know	% within column	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	3%	0%	
	Weighted counts	39	7	32	4	11	6	19	16	24	5	11	11	4	8	3	
	Column Comparisons	-		a													
Effective Column n																	
		Weighted counts	2,051	648	1,402	342	670	332	708	984	1,066	291	705	646	235	173	483
		Column Comparisons															
Unweighted base																	
		Weighted counts	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683
		Column Comparisons															

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Email	% within column	64%	62%	48%	63%	59%	62%	63%	63%	47%	61%	63%	**
	Weighted counts	558	398	354	948	860	1,533	149	93	42	1,354	460	
	Column Comparisons	D	D					d	D				
Text messaging/ SMS	% within column	42%	39%	41%	45%	37%	41%	44%	45%	48%	41%	42%	**
	Weighted counts	366	255	308	679	540	1,016	104	66	42	923	303	
	Column Comparisons				B								
Mobile phone calls	% within column	37%	40%	40%	41%	37%	38%	42%	44%	41%	39%	38%	**
	Weighted counts	322	261	295	618	529	952	100	66	37	877	276	
	Column Comparisons				b								
Instant Messaging	% within column	30%	27%	30%	36%	24%	28%	41%	40%	31%	30%	31%	**
	Weighted counts	257	178	220	543	341	703	98	59	28	664	222	
	Column Comparisons				B			a	a				
Social networking websites/ apps	% within column	32%	28%	30%	34%	25%	28%	39%	38%	34%	31%	27%	**
	Weighted counts	276	183	224	516	362	705	91	56	30	688	195	
	Column Comparisons				B			a					
In person/ face-to-face	% within column	14%	20%	16%	16%	16%	16%	15%	17%	21%	16%	17%	**
	Weighted counts	125	129	120	246	232	403	35	25	18	358	121	
	Column Comparisons												
Landline calls	% within column	16%	17%	15%	12%	20%	16%	15%	20%	15%	14%	22%	**
	Weighted counts	139	107	109	174	286	387	35	29	13	306	157	
	Column Comparisons					A						A	
Other	% within column	1%	0%	1%	0%	1%	1%	1%	0%	0%	1%	0%	**
	Weighted counts	5	1	9	7	11	16	1	0	0	15	3	
	Column Comparisons												
None in particular	% within column	16%	16%	19%	14%	18%	16%	13%	15%	14%	16%	15%	**
	Weighted counts	141	107	140	209	266	410	31	22	12	362	112	
	Column Comparisons			a		a							
I don't know	% within column	2%	1%	1%	1%	2%	1%	1%	1%	4%	1%	2%	**
	Weighted counts	18	9	8	15	23	31	3	1	4	23	16	
	Column Comparisons									c			
Effective Column n	% within column												
	Weighted counts	620	420	528	1,006	1,035	1,288	265	250	247	1,443	605	4
	Column Comparisons												

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?	Demographics														
	Methodology			Quarter				Gender		Age					SEG
	Total	CAPI	Online	Q1	Q2	Q3	Q4	Male	Female	16-24	25-44	45-64	65-74	75+	AB
				2017	2017	2017	2017			years	years	years	years	years	
Unweighted base	2,900	917	1,983	483	947	469	1,001	1,392	1,508	412	997	914	333	244	683
Weighted base	2,960	1,276	1,684	498	967	478	1,017	1,452	1,508	419	978	941	348	275	702
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago?	Demographics											
	SEG			Working status		UK nation				Rurality		
	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Unweighted base	877	594	746	1,423	1,463	1,822	375	353	350	2,040	855	5
Weighted base	868	646	744	1,498	1,450	2,487	236	148	89	2,231	725	5
Columns	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Jan, Mar, May, Jul, Sep & Nov 2017)

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 4 of 4

Section E: Volume and Use of Postal Services - Receiving

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QE1_1: Post received in the last week...					Q1	Q2	Q3	Q4			16-24	25-44	45-64	65-74	75+		
Invitations/ greetings cards/ postcards		Total	CAPI	Online	2017	2017	2017	2017	Male	Female	years	years	years	years	years	AB	C1
None	% within column	74%	77%	71%	78%	76%	77%	65%	73%	74%	75%	72%	77%	73%	67%	66%	76%
	Weighted counts	4,355	1,963	2,393	1,148	1,115	1,094	998	2,123	2,232	620	1,403	1,460	503	370	921	1,321
	Column Comparisons	-	B		D	D	D				e		b E				A c
1 or 2	% within column	17%	13%	20%	16%	16%	18%	18%	17%	17%	16%	20%	15%	15%	18%	22%	15%
	Weighted counts	1,003	329	675	230	234	259	281	500	503	136	386	277	103	102	307	268
	Column Comparisons	-		A								c				B D	
3 or 4	% within column	4%	4%	3%	3%	4%	3%	5%	4%	4%	4%	4%	3%	4%	6%	5%	3%
	Weighted counts	216	103	113	45	58	37	77	111	106	34	73	49	29	31	71	52
	Column Comparisons	-						c							c	b d	
5 to 10	% within column	4%	4%	4%	3%	3%	2%	8%	4%	4%	4%	3%	4%	4%	5%	4%	4%
	Weighted counts	227	95	132	41	37	30	120	119	108	29	65	76	29	28	58	67
	Column Comparisons	-						A B C									
11 to 20	% within column	1%	1%	1%	0%	1%	0%	3%	1%	1%	0%	1%	1%	2%	3%	1%	1%
	Weighted counts	62	30	32	7	11	2	42	22	40	3	14	16	11	18	18	22
	Column Comparisons	-						A b C							A B c		
21+	% within column	1%	1%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	1%	1%	0%
	Weighted counts	30	15	15	7	3	3	18	13	17	3	5	8	10	4	16	5
	Column Comparisons	-						b c						b		b d	
NET: Any received	% within column	26%	23%	29%	22%	24%	23%	35%	27%	26%	25%	28%	23%	27%	33%	34%	24%
	Weighted counts	1,540	572	968	330	342	331	537	765	774	205	542	427	181	184	469	413
	Column Comparisons	-		A				A B C				c			a C	B c D	d
Effective Column n	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
	Column Comparisons																
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics									
		SEG		Working status		UK nation			Rurality		
QE1_1: Post received in the last week...		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Ireland	Urban	Rural	Unkn- own
Invitations/ greetings cards/ postcards		71%	81%	73%	75%	74%	72%	76%	79%	74%	73%
None		899	1,215	2,219	2,116	3,654	339	224	139	3,260	1,081
		a	A b C								**
1 or 2		19%	13%	19%	15%	17%	19%	16%	17%	17%	**
		236	193	566	430	838	88	47	30	750	253
		D		b							
3 or 4		4%	3%	3%	4%	4%	3%	3%	2%	4%	3%
		48	45	103	110	187	16	9	4	175	42
											**
5 to 10		5%	3%	4%	4%	4%	4%	4%	2%	3%	5%
		59	43	119	106	194	19	12	3	152	76
											**
11 to 20		1%	1%	1%	1%	1%	1%	1%	0%	1%	2%
		15	8	26	36	53	7	2	0	37	25
											**
21+		1%	0%	0%	1%	1%	1%	0%	0%	0%	1%
		7	2	13	17	26	3	1	0	18	12
											**
NET: Any received		29%	19%	27%	25%	26%	28%	24%	21%	26%	27%
		366	291	827	700	1,298	133	71	38	1,131	408
		b D									
Effective Column n		845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251
											9
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760
Weighted base		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489
Columns		C	D	A	B	A	B	C	D	A	B
											C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QE1_2: Post received in the last week...					Q1	Q2	Q3	Q4			16-24	25-44	45-64	65-74	75+		
Personal letters		Total	CAPI	Online	2017	2017	2017	2017	Male	Female	years	years	years	years	years	AB	C1
None	% within column	78%	82%	74%	79%	79%	76%	78%	75%	80%	76%	78%	81%	78%	71%	72%	82%
	Weighted counts	4,591	2,089	2,502	1,166	1,152	1,078	1,196	2,181	2,411	631	1,511	1,522	535	392	999	1,419
	Column Comparisons	-	B							A		e	E	e		A C	
1 or 2	% within column	17%	15%	20%	17%	16%	20%	17%	19%	16%	18%	16%	16%	19%	26%	22%	15%
	Weighted counts	1,028	368	661	253	236	282	258	538	490	145	316	296	129	142	311	254
	Column Comparisons	-		A											a B C	B c D	
3 or 4	% within column	2%	2%	3%	2%	3%	2%	2%	3%	2%	3%	3%	2%	2%	2%	3%	2%
	Weighted counts	140	46	94	30	39	35	36	79	61	25	61	33	12	9	35	38
	Column Comparisons	-		a													
5 to 10	% within column	2%	1%	2%	2%	2%	2%	2%	3%	1%	2%	2%	1%	1%	2%	2%	1%
	Weighted counts	107	24	83	23	24	25	34	73	33	20	47	27	4	9	32	20
	Column Comparisons	-		A					B								
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	Weighted counts	16	7	9	5	4	2	5	10	6	3	4	5	3	1	8	1
	Column Comparisons	-															
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	12	0	12	0	3	3	6	7	5	2	6	3	0	1	4	3
	Column Comparisons	-		a													
NET: Any received	% within column	22%	18%	26%	21%	21%	24%	22%	25%	20%	24%	22%	19%	22%	29%	28%	18%
	Weighted counts	1,304	445	858	312	305	347	339	708	596	194	434	364	149	162	391	316
	Column Comparisons	-		A					B						b C d	B D	
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Unweighted base	% within column																
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base	% within column																
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics									
		SEG		Working status		UK nation			Rurality		
QE1_2: Post received in the last week...		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	N. Ireland	Urban	Rural	Unkn- own
Personal letters		75%	81%	77%	79%	78%	77%	80%	86%	78%	78%
None	<i>% within column</i>										**
	<i>Weighted counts</i>	952	1,222	2,352	2,219	3,841	364	234	153	3,413	1,168
	<i>Column Comparisons</i>		A c						b c		
1 or 2	<i>% within column</i>	18%	16%	17%	17%	18%	18%	15%	12%	17%	18%
	<i>Weighted counts</i>	228	235	530	493	878	86	43	21	761	263
	<i>Column Comparisons</i>										**
3 or 4	<i>% within column</i>	3%	2%	3%	2%	2%	2%	4%	1%	3%	2%
	<i>Weighted counts</i>	43	24	92	48	116	12	11	2	110	30
	<i>Column Comparisons</i>			b							**
5 to 10	<i>% within column</i>	3%	1%	2%	1%	2%	2%	2%	0%	2%	2%
	<i>Weighted counts</i>	38	17	61	39	91	10	5	1	84	23
	<i>Column Comparisons</i>	b d									**
11 to 20	<i>% within column</i>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	<i>Weighted counts</i>	2	5	6	10	14	1	1	0	12	4
	<i>Column Comparisons</i>										**
21+	<i>% within column</i>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	<i>Weighted counts</i>	2	3	5	7	11	0	1	0	11	1
	<i>Column Comparisons</i>										**
NET: Any received	<i>% within column</i>	25%	19%	23%	21%	22%	23%	20%	14%	22%	22%
	<i>Weighted counts</i>	313	284	694	596	1,111	108	60	24	979	320
	<i>Column Comparisons</i>	B d					d	d			
Effective Column n	<i>% within column</i>										
	<i>Weighted counts</i>	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251
Unweighted base	<i>Column Comparisons</i>										9
	<i>Weighted counts</i>	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760
Weighted base	<i>Column Comparisons</i>										12
	<i>Weighted counts</i>	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489
Columns	<i>Column Comparisons</i>										14
	<i>Weighted counts</i>	C	D	A	B	A	B	C	D	A	B
											C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE1_3: Post received in the last week... Formal letters from organisations or individuals		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
None	% within column	29%	37%	23%	32%	31%	29%	26%	29%	30%	38%	29%	25%	28%	33%	23%	29%
	Weighted counts	1,728	942	786	468	454	408	398	829	898	310	569	479	190	180	320	511
	Column Comparisons	-	B		d	d					B C d	c			c		a
1 or 2	% within column	36%	36%	35%	34%	35%	36%	38%	36%	36%	38%	36%	35%	36%	35%	34%	38%
	Weighted counts	2,108	917	1,191	509	503	512	584	1,030	1,078	311	699	661	244	193	477	653
	Column Comparisons	-															
3 or 4	% within column	18%	14%	20%	16%	17%	19%	18%	18%	18%	14%	17%	19%	18%	19%	20%	17%
	Weighted counts	1,037	358	679	240	254	267	276	508	528	115	330	362	122	108	278	297
	Column Comparisons	-		A									a				
5 to 10	% within column	15%	11%	18%	16%	15%	15%	15%	15%	15%	10%	15%	18%	17%	12%	19%	14%
	Weighted counts	892	274	618	230	218	207	237	446	446	80	296	336	115	66	271	238
	Column Comparisons	-		A								a	A e	a		B c D	
11 to 20	% within column	2%	1%	2%	2%	1%	1%	2%	2%	1%	1%	2%	2%	1%	1%	2%	2%
	Weighted counts	95	30	64	24	20	18	33	57	38	7	36	37	8	6	31	28
	Column Comparisons	-															
21+	% within column	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	1%	1%	0%	1%	0%
	Weighted counts	36	13	23	7	9	13	7	19	17	2	15	12	5	1	13	8
	Column Comparisons	-															
NET: Any received	% within column	71%	63%	77%	68%	69%	71%	74%	71%	70%	62%	71%	75%	72%	67%	77%	71%
	Weighted counts	4,167	1,593	2,574	1,010	1,003	1,017	1,137	2,059	2,108	516	1,376	1,408	494	374	1,070	1,224
	Column Comparisons	-		A				a b				A	A b e	a		b C D	
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
	Column Comparisons																
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE1_3: Post received in the last week... Formal letters from organisations or individuals		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
None	% within column	33%	32%	28%	31%	29%	28%	28%	37%	30%	28%	**
	Weighted counts	412	485	847	873	1,449	131	82	66	1,302	420	
	Column Comparisons	A	A		a				b c			
1 or 2	% within column	35%	35%	37%	34%	36%	33%	33%	37%	36%	36%	**
	Weighted counts	443	534	1,122	971	1,789	157	97	65	1,560	542	
	Column Comparisons											
3 or 4	% within column	16%	17%	17%	18%	17%	19%	21%	15%	17%	18%	**
	Weighted counts	207	254	522	513	857	92	62	27	765	272	
	Column Comparisons											
5 to 10	% within column	14%	14%	16%	14%	15%	17%	15%	10%	15%	15%	**
	Weighted counts	180	204	486	398	751	80	44	17	666	223	
	Column Comparisons						d	d				
11 to 20	% within column	1%	1%	2%	2%	2%	2%	3%	1%	2%	2%	**
	Weighted counts	16	20	49	46	74	10	9	1	70	25	
	Column Comparisons											
21+	% within column	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	**
	Weighted counts	7	8	21	15	31	2	2	1	29	7	
	Column Comparisons											
NET: Any received	% within column	67%	68%	72%	69%	71%	72%	72%	63%	70%	72%	**
	Weighted counts	853	1,021	2,200	1,943	3,502	341	213	111	3,090	1,069	
	Column Comparisons			b			d	d				
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons											
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QE1_4: Post received in the last week...					Q1	Q2	Q3	Q4			16-24	25-44	45-64	65-74	75+		
Bills/ invoices/ statements		Total	CAPI	Online	2017	2017	2017	2017	Male	Female	years	years	years	years	years	AB	C1
None	% within column	37%	39%	36%	47%	32%	36%	35%	38%	37%	44%	31%	37%	44%	46%	33%	39%
	Weighted counts	2,206	992	1,214	689	462	517	538	1,107	1,099	362	598	692	299	255	457	678
	Column Comparisons	-			B C D		b				B c		b	B c	B c		a
1 or 2	% within column	43%	42%	44%	39%	50%	41%	43%	42%	44%	40%	46%	42%	42%	42%	43%	44%
	Weighted counts	2,545	1,069	1,476	578	729	581	657	1,219	1,326	330	892	801	288	234	595	758
	Column Comparisons	-				A C d											
3 or 4	% within column	12%	13%	12%	10%	12%	14%	12%	12%	12%	8%	14%	13%	10%	9%	14%	12%
	Weighted counts	712	319	393	143	176	206	187	351	361	70	280	246	66	50	195	204
	Column Comparisons	-					a					A d e	a			d	
5 to 10	% within column	6%	5%	7%	4%	6%	7%	9%	6%	6%	7%	8%	6%	4%	3%	9%	5%
	Weighted counts	379	133	246	64	81	103	131	187	192	58	160	122	25	15	122	84
	Column Comparisons	-		a			a	A b			d e	d E	d e			B d	
11 to 20	% within column	1%	1%	1%	0%	0%	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%
	Weighted counts	39	16	23	2	6	12	19	16	23	3	10	20	6	0	11	10
	Column Comparisons	-						a									
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	Weighted counts	14	6	8	2	3	6	3	9	5	3	5	6	0	0	10	1
	Column Comparisons	-														b d	
NET: Any received	% within column	63%	61%	64%	53%	68%	64%	65%	62%	63%	56%	69%	63%	56%	54%	67%	61%
	Weighted counts	3,689	1,543	2,146	789	995	908	997	1,782	1,908	464	1,348	1,194	385	299	932	1,057
	Column Comparisons	-				A c	A	A				A c D E	a d e			b d	
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Unweighted base	Column Comparisons																
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base	% within column																
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
						NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QE1_4: Post received in the last week... Bills/ invoices/ statements		C2	DE	Work- ing	Not working							
None	% within column	38%	39%	33%	42%	37%	37%	36%	42%	36%	41%	**
	Weighted counts	479	592	1,005	1,186	1,854	172	105	74	1,592	606	
	Column Comparisons		a		A						a	
1 or 2	% within column	42%	44%	45%	41%	43%	41%	44%	43%	44%	41%	**
	Weighted counts	526	667	1,369	1,165	2,146	194	129	77	1,925	614	
	Column Comparisons			b								
3 or 4	% within column	13%	10%	14%	10%	12%	14%	11%	8%	13%	11%	**
	Weighted counts	159	154	412	295	600	66	32	15	555	157	
	Column Comparisons			b								
5 to 10	% within column	7%	5%	8%	5%	6%	7%	8%	6%	6%	7%	**
	Weighted counts	94	79	229	147	311	34	24	10	273	106	
	Column Comparisons	b		b								
11 to 20	% within column	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	**
	Weighted counts	6	12	20	19	31	4	3	1	35	4	
	Column Comparisons											
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	2	1	11	3	10	2	1	0	12	2	
	Column Comparisons											
NET: Any received	% within column	62%	61%	67%	58%	63%	63%	64%	58%	64%	59%	**
	Weighted counts	786	914	2,042	1,630	3,098	299	189	103	2,800	883	
	Column Comparisons			B						b		
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Column Comparisons												
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QE1_5: Post received in the last week... Smaller parcels - that will fit through a letterbox		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
None	% within column	51%	61%	44%	55%	54%	51%	47%	51%	52%	49%	47%	50%	60%	64%	47%	52%
	Weighted counts	3,033	1,553	1,480	809	780	726	717	1,479	1,554	401	917	946	414	355	652	909
	Column Comparisons	-	B		D	d								A B C	A B C		a
1 or 2	% within column	35%	28%	41%	35%	35%	37%	34%	37%	33%	37%	37%	36%	30%	30%	39%	36%
	Weighted counts	2,071	707	1,363	514	511	524	522	1,066	1,005	305	722	672	203	168	536	618
	Column Comparisons	-		A					b		d	d e	d			d	
3 or 4	% within column	8%	7%	9%	7%	7%	6%	12%	7%	9%	8%	9%	8%	8%	5%	9%	8%
	Weighted counts	486	170	316	105	106	91	185	205	281	63	180	159	54	29	118	132
	Column Comparisons	-		a				A B C		a							
5 to 10	% within column	4%	4%	5%	3%	4%	5%	6%	4%	5%	6%	6%	5%	2%	0%	5%	4%
	Weighted counts	265	93	172	43	54	68	100	109	156	49	110	92	13	1	65	70
	Column Comparisons	-		a				A b		a	d E	d E	d E	e			
11 to 20	% within column	0%	0%	1%	0%	0%	1%	1%	1%	0%	1%	1%	1%	0%	0%	1%	0%
	Weighted counts	29	8	20	5	1	14	8	21	8	6	10	13	0	0	15	4
	Column Comparisons	-					b		b								
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	12	2	10	2	4	2	4	9	2	1	7	4	0	0	4	2
	Column Comparisons	-															
NET: Any received	% within column	49%	39%	56%	45%	46%	49%	53%	49%	48%	51%	53%	50%	40%	36%	53%	48%
	Weighted counts	2,862	982	1,881	669	677	699	818	1,410	1,452	424	1,029	940	270	199	738	826
	Column Comparisons	-		A				A b			D E	D E	D E			b D	
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Column Comparisons																	
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation			Rurality			
QE1_5: Post received in the last week... Smaller parcels - that will fit through a letterbox		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
None	% within column	51%	55%	49%	55%	52%	50%	48%	58%	52%	49%	**
	Weighted counts	645	827	1,482	1,536	2,553	234	143	102	2,292	728	
	Column Comparisons		A		A				b c			
1 or 2	% within column	34%	33%	38%	33%	35%	35%	36%	30%	35%	36%	**
	Weighted counts	426	490	1,143	922	1,745	166	108	53	1,529	540	
	Column Comparisons			b								
3 or 4	% within column	10%	7%	8%	8%	8%	10%	10%	8%	8%	8%	**
	Weighted counts	129	106	250	232	397	47	29	13	362	124	
	Column Comparisons											
5 to 10	% within column	4%	5%	5%	4%	4%	5%	4%	4%	4%	6%	**
	Weighted counts	54	76	147	114	220	24	13	7	173	92	
	Column Comparisons										a	
11 to 20	% within column	0%	0%	1%	0%	1%	0%	1%	1%	1%	0%	**
	Weighted counts	6	5	19	6	25	0	2	1	25	4	
	Column Comparisons			b								
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	4	2	6	6	11	0	0	0	11	0	
	Column Comparisons											
NET: Any received	% within column	49%	45%	51%	45%	48%	50%	52%	42%	48%	51%	**
	Weighted counts	620	678	1,565	1,279	2,398	238	152	74	2,100	761	
	Column Comparisons			B			d	d		c	c	
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons											
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE1_6: Post received in the last week... Larger parcels - that will not fit through a letterbox		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
None	% within column	63%	74%	54%	68%	64%	62%	57%	64%	61%	61%	59%	61%	70%	73%	58%	63%
	Weighted counts	3,689	1,869	1,820	1,006	928	887	869	1,845	1,844	504	1,146	1,154	479	407	812	1,088
	Column Comparisons	-	B		b c D	d	d							a B C	A B C		
1 or 2	% within column	28%	19%	35%	25%	28%	29%	30%	27%	29%	28%	30%	30%	22%	23%	30%	28%
	Weighted counts	1,658	493	1,166	373	407	412	466	785	874	234	579	572	148	125	417	481
	Column Comparisons	-		A							d	d e	D e				
3 or 4	% within column	6%	4%	7%	4%	6%	5%	8%	6%	6%	6%	7%	5%	7%	3%	7%	7%
	Weighted counts	338	113	225	63	84	68	123	168	170	50	129	96	46	16	91	117
	Column Comparisons	-		a				a c									
5 to 10	% within column	3%	2%	4%	2%	2%	4%	5%	3%	4%	4%	4%	3%	1%	1%	4%	3%
	Weighted counts	187	57	130	33	32	50	72	80	108	31	84	56	10	6	59	45
	Column Comparisons	-		a				a b				d e					
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	13	3	10	2	3	6	2	7	6	3	4	7	0	0	6	2
	Column Comparisons	-															
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	9	0	9	2	3	2	3	4	5	2	4	2	0	0	5	2
	Column Comparisons	-		a													
NET: Any received	% within column	37%	26%	46%	32%	36%	38%	43%	36%	39%	39%	41%	39%	30%	27%	42%	37%
	Weighted counts	2,206	666	1,540	472	529	538	666	1,044	1,162	321	800	733	205	147	578	647
	Column Comparisons	-		A		a	a	A b c			d E	D E	D E			d	
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Unweighted base	% within column																
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base	% within column																
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QE1_6: Post received in the last week... Larger parcels - that will not fit through a letterbox		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
None	% within column	63%	66%	61%	65%	63%	58%	58%	69%	64%	59%	**
	Weighted counts	797	992	1,856	1,816	3,122	273	172	122	2,803	873	
	Column Comparisons		a		a				b C	b		
1 or 2	% within column	29%	26%	29%	27%	28%	30%	31%	23%	27%	31%	**
	Weighted counts	369	392	895	757	1,386	140	92	41	1,197	461	
	Column Comparisons							d				
3 or 4	% within column	5%	5%	6%	5%	6%	9%	5%	5%	5%	6%	**
	Weighted counts	61	69	182	152	274	40	16	8	240	97	
	Column Comparisons											
5 to 10	% within column	3%	3%	3%	3%	3%	4%	5%	3%	3%	4%	**
	Weighted counts	34	49	100	80	150	18	15	5	132	55	
	Column Comparisons											
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	**
	Weighted counts	3	2	7	6	12	1	0	1	10	3	
	Column Comparisons											
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	1	2	6	4	9	0	0	0	9	0	
	Column Comparisons											
NET: Any received	% within column	37%	34%	39%	35%	37%	42%	42%	31%	36%	41%	**
	Weighted counts	468	513	1,191	999	1,830	198	123	55	1,589	615	
	Column Comparisons			b			d	D			a	
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	% within column											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	% within column											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QE1_7: Post received in the last week... Items requiring a signature		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
None	% within column	69%	77%	63%	74%	70%	67%	65%	67%	71%	68%	65%	70%	71%	78%	62%	70%
	Weighted counts	4,072	1,964	2,109	1,096	1,017	960	999	1,948	2,125	561	1,272	1,320	486	433	857	1,216
	Column Comparisons	-	B		b c D	d			a				b	b	A B c d		A
1 or 2	% within column	25%	18%	30%	21%	24%	27%	27%	26%	24%	23%	27%	24%	26%	19%	30%	25%
	Weighted counts	1,463	450	1,013	317	351	381	414	739	724	191	529	462	175	106	415	435
	Column Comparisons	-		A			a	a				e				b c D	d
3 or 4	% within column	4%	3%	4%	3%	4%	3%	5%	4%	3%	5%	4%	3%	2%	2%	4%	3%
	Weighted counts	207	76	131	40	57	38	72	118	89	40	85	58	14	10	57	53
	Column Comparisons	-							b								
5 to 10	% within column	2%	2%	3%	2%	2%	3%	3%	2%	2%	3%	3%	2%	1%	1%	4%	2%
	Weighted counts	133	41	92	24	27	39	44	70	63	28	52	41	8	4	51	27
	Column Comparisons	-		a												b d	
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	8	2	6	2	4	2	0	3	5	2	4	2	0	0	3	0
	Column Comparisons	-															
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	12	2	9	0	2	5	5	10	2	4	4	4	0	0	7	2
	Column Comparisons	-							b								
NET: Any received	% within column	31%	23%	37%	26%	30%	33%	35%	33%	29%	32%	35%	30%	29%	22%	38%	30%
	Weighted counts	1,823	571	1,251	382	440	465	536	941	882	264	674	567	198	121	532	518
	Column Comparisons	-		A		a	a	A b	b		E	c d E	e	e		B c D	d
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Unweighted base	% within column																
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base	% within column																
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
						NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QE1_7: Post received in the last week... Items requiring a signature		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
None	% within column	69%	75%	67%	71%	69%	66%	70%	74%	70%	67%	**
	Weighted counts	875	1,124	2,053	2,001	3,426	309	206	131	3,058	1,003	
	Column Comparisons	a	A b c		a							
1 or 2	% within column	24%	20%	26%	24%	25%	28%	23%	21%	24%	27%	**
	Weighted counts	306	307	784	674	1,226	131	69	38	1,064	396	
	Column Comparisons											
3 or 4	% within column	4%	3%	4%	3%	3%	4%	4%	2%	4%	4%	**
	Weighted counts	52	45	123	83	170	20	12	4	154	53	
	Column Comparisons											
5 to 10	% within column	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	**
	Weighted counts	29	26	74	51	113	10	7	4	98	35	
	Column Comparisons											
11 to 20	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	3	2	5	3	6	1	0	0	6	1	
	Column Comparisons											
21+	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	0	2	9	3	11	0	0	0	12	0	
	Column Comparisons											
NET: Any received	% within column	31%	25%	33%	29%	31%	34%	30%	26%	30%	33%	**
	Weighted counts	390	382	994	814	1,526	162	89	46	1,334	485	
	Column Comparisons	d		b								
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QE2: Do you ever order items to be delivered to you by post/delivery service?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	87%	81%	92%	87%	85%	87%	91%	88%	86%	91%	92%	90%	78%	71%	91%	90%
	Weighted counts	2,581	1,035	1,546	871	415	825	471	1,280	1,302	373	893	853	264	199	639	780
	Column Comparisons	-		A							D E	D E	D E			D	D
No	% within column	13%	19%	8%	13%	15%	13%	9%	12%	14%	9%	8%	10%	22%	29%	9%	10%
	Weighted counts	376	246	130	131	75	122	47	169	207	39	83	97	75	82	61	91
	Column Comparisons	-	B											A B C	A B C		
Effective Column n																	
Weighted counts		2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Column Comparisons																	
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation			Rurality			
QE2: Do you ever order items to be delivered to you by post/delivery service?		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes	% within column	87%	81%	91%	84%	88%	85%	89%	83%	87%	89%	**
	Weighted counts	540	622	1,415	1,148	2,177	200	131	73	1,894	678	
	Column Comparisons	d		B								
No	% within column	13%	19%	9%	16%	12%	15%	11%	17%	13%	11%	**
	Weighted counts	81	142	147	226	309	36	16	15	290	86	
	Column Comparisons		A B c		A							
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
		597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base		622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QE3 & QE3a: Where do you usually get items delivered?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Home address	% within column	96%	97%	96%	95%	96%	98%	95%	95%	97%	95%	94%	98%	99%	100%	96%
	Weighted counts	2,488	1,007	1,481	830	400	809	449	1,221	1,267	354	841	832	262	199	613
	Column Comparisons	-					a			a			b	a b	a b	
Work address	% within column	6%	6%	7%	7%	5%	6%	6%	8%	5%	8%	10%	5%	1%	2%	8%
	Weighted counts	167	58	109	65	22	50	29	100	67	31	90	40	2	4	54
	Column Comparisons	-							b		D e	C D e	d			D
Friend/relative's address	% within column	5%	4%	6%	5%	7%	5%	5%	5%	6%	6%	8%	4%	2%	2%	4%
	Weighted counts	137	38	99	42	28	42	25	63	73	23	69	35	5	5	24
	Column Comparisons	-		a								c d				
In store, using a 'collect from store option'	% within column	9%	3%	13%	10%	10%	8%	8%	7%	11%	12%	12%	6%	6%	5%	10%
	Weighted counts	227	31	196	88	41	62	37	90	137	44	104	55	15	10	64
	Column Comparisons	-		A						a	c	c				
Post office	% within column	4%	2%	6%	5%	5%	5%	3%	5%	4%	6%	7%	3%	2%	3%	5%
	Weighted counts	114	23	91	42	19	37	15	64	50	22	59	23	5	5	31
	Column Comparisons	-		A								c				
Delivery locker	% within column	2%	2%	3%	2%	2%	2%	3%	3%	2%	3%	4%	1%	1%	1%	3%
	Weighted counts	58	16	42	17	9	19	13	37	21	12	34	9	1	2	16
	Column Comparisons	-										c				
Another pick-up point	% within column	4%	3%	6%	5%	5%	4%	3%	5%	4%	5%	7%	3%	1%	3%	5%
	Weighted counts	113	26	86	46	22	31	14	62	51	17	60	26	3	6	30
	Column Comparisons	-		a								c d				
Somewhere else	% within column	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	22	6	16	6	4	9	2	12	10	4	7	7	2	2	5
	Column Comparisons	-														
Effective Column n	% within column															
	Weighted counts	1,821	526	1,294	603	300	587	331	878	943	256	642	589	191	142	456
	Column Comparisons															
Unweighted base		2,543	735	1,808	842	419	820	462	1,226	1,317	358	897	823	267	198	637
Weighted base		2,581	1,035	1,546	871	415	825	471	1,280	1,302	373	893	853	264	199	639
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
QE3 & QE3a: Where do you usually get items delivered?		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Home address	% within column	95%	96%	98%	94%	99%	96%	96%	97%	98%	96%	98%	**
	Weighted counts	745	519	612	1,333	1,136	2,097	192	128	71	1,816	663	
	Column Comparisons					A							
Work address	% within column	9%	6%	2%	11%	1%	7%	6%	6%	4%	7%	5%	**
	Weighted counts	67	33	12	151	16	144	11	9	3	131	35	
	Column Comparisons	D	d		B								
Friend/relative's address	% within column	6%	6%	6%	6%	4%	5%	5%	6%	6%	5%	5%	**
	Weighted counts	44	34	36	85	50	114	10	8	4	102	34	
	Column Comparisons												
In store, using a 'collect from store option'	% within column	9%	9%	7%	10%	8%	9%	10%	9%	8%	9%	7%	**
	Weighted counts	74	48	42	139	87	191	19	11	6	178	48	
	Column Comparisons												
Post office	% within column	4%	3%	6%	5%	4%	5%	3%	4%	3%	4%	5%	**
	Weighted counts	29	18	36	74	41	101	6	5	3	81	31	
	Column Comparisons												
Delivery locker	% within column	3%	2%	1%	3%	2%	2%	3%	2%	2%	3%	1%	**
	Weighted counts	23	12	6	40	17	47	6	3	1	49	9	
	Column Comparisons												
Another pick-up point	% within column	4%	5%	4%	5%	3%	4%	4%	3%	3%	5%	3%	**
	Weighted counts	34	25	23	72	39	97	9	4	2	92	21	
	Column Comparisons												
Somewhere else	% within column	1%	1%	1%	1%	1%	1%	0%	2%	1%	1%	1%	**
	Weighted counts	7	6	4	10	11	19	0	2	1	15	7	
	Column Comparisons												
Effective Column n													
Unweighted base	% within column												
	Weighted counts	564	369	431	981	828	1,152	231	225	213	1,238	578	5
	Column Comparisons												
Weighted base													
Columns	% within column												
	Weighted counts	788	516	602	1,370	1,157	1,609	322	314	298	1,729	807	7
	Column Comparisons												
Weighted base													
Columns	% within column												
	Weighted counts	780	540	622	1,415	1,148	2,177	200	131	73	1,894	678	10
	Column Comparisons												
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
QE3b: And when you've had items delivered in the past 6 months, where did you get the items delivered to?		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Home address	% within column	86%	93%	82%	86%	84%	89%	85%	85%	88%	84%	86%	88%	89%	84%	88%
	Weighted counts	2,198	931	1,267	715	350	732	401	1,066	1,132	305	752	743	229	168	542
	Column Comparisons	-	B							a						
Work address	% within column	10%	8%	12%	11%	10%	9%	11%	12%	9%	13%	17%	7%	1%	2%	12%
	Weighted counts	260	77	183	95	40	75	51	147	113	46	146	60	3	5	75
	Column Comparisons	-		a					b		c D E	C D E	d e			d
Friend/relative's address	% within column	10%	9%	11%	10%	14%	8%	11%	10%	11%	14%	11%	10%	6%	9%	8%
	Weighted counts	262	86	177	85	59	68	50	122	141	51	93	85	16	18	51
	Column Comparisons	-				c										
In store, using a 'collect from store option'	% within column	14%	5%	20%	18%	13%	13%	11%	12%	16%	17%	15%	13%	13%	11%	15%
	Weighted counts	358	54	304	146	55	104	53	150	208	61	132	110	33	21	91
	Column Comparisons	-		A						a						
Post office	% within column	7%	4%	8%	7%	5%	7%	6%	8%	5%	10%	8%	4%	5%	5%	6%
	Weighted counts	165	43	122	58	22	55	30	104	62	35	72	34	13	10	36
	Column Comparisons	-		a					b		c	c				
Delivery locker	% within column	5%	4%	6%	5%	3%	6%	5%	6%	4%	8%	6%	4%	3%	2%	5%
	Weighted counts	130	36	94	43	13	49	24	78	51	29	55	34	8	3	34
	Column Comparisons	-		a					b							
Another pick-up point	% within column	7%	5%	8%	7%	7%	7%	5%	7%	6%	8%	9%	5%	6%	3%	8%
	Weighted counts	173	50	123	62	28	59	23	94	80	31	83	38	14	7	48
	Column Comparisons	-		a								c				
Somewhere else	% within column	2%	1%	3%	2%	2%	3%	3%	3%	2%	2%	2%	3%	3%	3%	2%
	Weighted counts	61	12	49	18	9	23	12	42	20	6	18	22	8	7	13
	Column Comparisons	-		a					b							
Effective Column n	% within column															
	Weighted counts	1,808	512	1,296	589	300	588	331	871	937	254	636	588	188	142	448
Column Comparisons																
Unweighted base		2,523	715	1,808	822	419	820	462	1,216	1,307	354	888	820	263	198	625
Weighted base		2,543	997	1,546	832	415	825	471	1,258	1,285	363	877	847	257	199	616
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017); Question added midway through January 2017

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
QE3b: And when you've had items delivered in the past 6 months, where did you get the items delivered to?		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Home address	% within column	84%	88%	87%	86%	87%	86%	85%	89%	89%	86%	88%	**
	Weighted counts	647	470	539	1,189	993	1,846	170	117	65	1,591	598	
	Column Comparisons												
Work address	% within column	12%	9%	6%	16%	3%	10%	10%	10%	9%	11%	8%	**
	Weighted counts	96	50	39	221	38	221	20	13	6	204	55	
	Column Comparisons	d			B								
Friend/relative's address	% within column	11%	11%	11%	11%	9%	10%	12%	13%	11%	11%	10%	**
	Weighted counts	82	60	71	155	106	214	24	17	8	197	65	
	Column Comparisons												
In store, using a 'collect from store option'	% within column	15%	12%	13%	14%	15%	14%	17%	12%	12%	14%	13%	**
	Weighted counts	118	67	82	193	165	300	33	16	9	265	90	
	Column Comparisons												
Post office	% within column	7%	6%	6%	8%	5%	7%	5%	7%	6%	7%	5%	**
	Weighted counts	55	34	40	106	56	141	10	9	4	132	33	
	Column Comparisons				b								
Delivery locker	% within column	6%	5%	4%	6%	4%	5%	6%	3%	3%	6%	3%	**
	Weighted counts	44	26	26	85	43	111	12	4	2	108	20	
	Column Comparisons				b						b		
Another pick-up point	% within column	6%	7%	6%	9%	5%	7%	7%	9%	6%	8%	5%	**
	Weighted counts	48	39	38	119	54	143	14	11	4	141	31	
	Column Comparisons				b								
Somewhere else	% within column	3%	2%	2%	3%	2%	2%	2%	3%	2%	2%	3%	**
	Weighted counts	24	11	13	36	25	51	5	4	1	42	19	
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	562	368	430	973	824	1,139	231	225	213	1,225	578	5
	Column Comparisons												
Unweighted base		784	514	600	1,357	1,150	1,590	322	314	297	1,709	807	7
Weighted base		771	537	618	1,388	1,135	2,139	200	131	73	1,855	678	10
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017); Question added midway through January 2017

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

								Demographics											
				Methodology		Quarter		Gender		Age					SEG				
QE4: Have you ever returned any goods that were delivered to you by post?				Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column			57%	56%	57%	62%	54%	55%	55%	53%	60%	58%	58%	60%	49%	47%	66%	56%
	Weighted counts			1,471	583	887	541	223	450	258	684	787	217	521	510	129	93	420	436
	Column Comparisons			-			b c				a		e		d e			b C D	
No	% within column			43%	44%	43%	38%	46%	45%	45%	47%	40%	42%	42%	40%	51%	53%	34%	44%
	Weighted counts			1,111	452	659	330	192	375	213	596	515	156	372	342	135	105	219	344
	Column Comparisons			-				a	a		b					c	b c		a
Effective Column n	% within column																		
	Weighted counts			1,821	526	1,294	603	300	587	331	878	943	256	642	589	191	142	456	564
	Column Comparisons																		
Unweighted base				2,543	735	1,808	842	419	820	462	1,226	1,317	358	897	823	267	198	637	788
Weighted base				2,581	1,035	1,546	871	415	825	471	1,280	1,302	373	893	853	264	199	639	780
Columns				A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation			Rurality			
QE4: Have you ever returned any goods that were delivered to you by post?		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes	% within column	53%	53%	60%	53%	57%	57%	58%	60%	57%	58%	**
	Weighted counts	287	329	855	603	1,237	114	76	44	1,080	390	
	Column Comparisons			B						c	c	
No	% within column	47%	47%	40%	47%	43%	43%	42%	40%	43%	42%	**
	Weighted counts	254	293	559	544	940	86	56	29	813	287	
	Column Comparisons	A	A		A							
Effective Column n	% within column											
	Weighted counts	369	431	981	828	1,152	231	225	213	1,238	578	5
	Column Comparisons											
Unweighted base		516	602	1,370	1,157	1,609	322	314	298	1,729	807	7
Weighted base		540	622	1,415	1,148	2,177	200	131	73	1,894	678	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Royal Mail	% within column	84%	83%	85%	84%	85%	84%	84%	83%	86%	83%	87%	84%	82%	81%	85%	83%
	Weighted counts	2,909	970	1,940	681	702	711	816	1,406	1,503	421	1,035	974	283	197	744	838
	Column Comparisons	-								a							
Hermes	% within column	29%	22%	32%	29%	28%	26%	31%	24%	33%	28%	31%	27%	29%	25%	28%	28%
	Weighted counts	986	259	728	233	232	224	298	407	580	140	374	312	100	60	245	281
	Column Comparisons	-		A						A							
Yodel	% within column	19%	17%	21%	20%	20%	19%	19%	19%	20%	18%	21%	20%	17%	16%	19%	19%
	Weighted counts	671	196	474	159	165	164	183	327	344	92	254	227	58	39	169	190
	Column Comparisons	-		a													
Amazon Logistics	% within column	18%	18%	18%	18%	14%	19%	19%	17%	18%	18%	17%	19%	15%	16%	19%	17%
	Weighted counts	606	206	400	148	114	158	186	291	315	90	205	220	52	39	169	173
	Column Comparisons	-															
DPD	% within column	21%	23%	20%	18%	19%	20%	25%	20%	21%	23%	26%	18%	14%	11%	23%	21%
	Weighted counts	715	267	449	149	154	170	242	340	376	117	316	207	49	26	203	207
	Column Comparisons	-						a b			c d E	C D E	e				
Parcelforce	% within column	13%	17%	11%	14%	12%	14%	13%	14%	12%	12%	15%	13%	12%	10%	15%	11%
	Weighted counts	455	195	260	113	100	117	126	236	218	59	178	154	41	23	136	110
	Column Comparisons	-	B														
DHL	% within column	14%	14%	14%	13%	13%	13%	15%	14%	13%	16%	17%	11%	12%	6%	19%	13%
	Weighted counts	469	159	309	103	105	114	147	243	225	83	198	131	43	14	166	129
	Column Comparisons	-									c E	c E	e	e		b c D	
Collect+	% within column	4%	3%	5%	6%	4%	4%	4%	4%	5%	7%	7%	3%	1%	1%	4%	6%
	Weighted counts	154	33	121	45	30	36	43	62	92	37	82	30	2	3	37	58
	Column Comparisons	-		a							C D e	C D e					
FedEx	% within column	6%	5%	6%	6%	5%	5%	6%	6%	5%	9%	7%	4%	3%	3%	8%	4%
	Weighted counts	195	60	135	46	42	46	61	107	88	48	88	42	10	7	75	45
	Column Comparisons	-									C d e	c d				b c d	
UPS	% within column	5%	5%	5%	5%	5%	6%	6%	6%	5%	6%	5%	4%	7%	6%	8%	5%
	Weighted counts	188	64	124	43	39	50	56	104	84	31	65	52	25	14	70	53
	Column Comparisons	-														c d	
UK Mail	% within column	3%	1%	4%	3%	3%	4%	4%	3%	3%	5%	4%	3%	2%	2%	4%	3%
	Weighted counts	113	17	96	23	22	31	37	53	60	24	46	31	6	6	34	27
	Column Comparisons	-		A													

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Royal Mail	% within column	84%	86%	85%	84%	84%	84%	86%	88%	84%	85%	**
	Weighted counts	619	708	1,567	1,331	2,422	250	159	78	2,119	790	
	Column Comparisons									c	c	
Hermes	% within column	30%	29%	28%	29%	28%	32%	32%	34%	26%	35%	**
	Weighted counts	223	237	519	463	800	97	59	30	658	328	
	Column Comparisons									A		
Yodel	% within column	21%	19%	20%	19%	19%	20%	20%	21%	18%	22%	**
	Weighted counts	154	157	360	309	554	61	37	18	462	208	
	Column Comparisons											
Amazon Logistics	% within column	15%	18%	17%	18%	17%	20%	21%	8%	18%	17%	**
	Weighted counts	112	152	318	285	502	59	38	7	447	157	
	Column Comparisons						d	D				
DPD	% within column	21%	19%	23%	19%	20%	26%	23%	15%	21%	21%	**
	Weighted counts	152	153	418	295	580	79	43	14	524	191	
	Column Comparisons			b			d					
Parcelforce	% within column	13%	13%	14%	12%	13%	12%	15%	16%	14%	12%	**
	Weighted counts	100	109	259	194	377	36	27	14	342	112	
	Column Comparisons											
DHL	% within column	13%	10%	17%	10%	13%	18%	16%	14%	14%	13%	**
	Weighted counts	96	78	305	161	373	54	29	12	350	118	
	Column Comparisons			B								
Collect+	% within column	5%	3%	6%	3%	4%	6%	6%	5%	5%	4%	**
	Weighted counts	35	25	103	47	121	17	11	4	120	34	
	Column Comparisons			b								
FedEx	% within column	4%	5%	7%	4%	5%	7%	8%	6%	6%	5%	**
	Weighted counts	33	42	131	64	155	21	14	5	146	49	
	Column Comparisons			B								
UPS	% within column	4%	4%	6%	5%	5%	6%	5%	3%	6%	5%	**
	Weighted counts	32	34	113	75	157	19	9	3	142	46	
	Column Comparisons											
UK Mail	% within column	3%	3%	4%	3%	3%	5%	4%	1%	3%	3%	**
	Weighted counts	24	28	71	41	90	14	8	1	83	30	
	Column Comparisons											

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Interlink	% within column	2%	2%	1%	2%	2%	1%	1%	2%	1%	1%	3%	1%	0%	0%	2%	2%
	Weighted counts	56	27	30	17	13	12	14	34	22	8	31	17	1	0	14	15
	Column Comparisons	-															
TNT Express	% within column	1%	1%	1%	0%	2%	2%	2%	2%	1%	2%	2%	2%	1%	0%	1%	1%
	Weighted counts	50	16	33	2	17	15	15	32	18	10	19	18	2	0	13	14
	Column Comparisons	-				a	a										
Citipost	% within column	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	0%	0%	0%	1%	1%
	Weighted counts	28	11	17	6	7	4	11	18	11	5	17	6	2	0	10	10
	Column Comparisons	-															
Other	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	2%	2%	1%	1%
	Weighted counts	29	16	14	10	5	9	5	10	19	1	8	7	8	4	8	8
	Column Comparisons	-															
I don't know	% within column	4%	5%	3%	4%	4%	5%	3%	4%	4%	5%	1%	5%	5%	6%	5%	4%
	Weighted counts	135	57	78	35	31	42	27	64	72	27	17	58	19	15	40	45
	Column Comparisons	-									B		B	B	B		
Effective Column n	% within column																
	Weighted counts	2,515	580	1,936	593	598	611	713	1,180	1,335	368	896	825	258	169	643	750
	Column Comparisons																
Unweighted base		3,510	809	2,701	827	835	853	995	1,647	1,863	513	1,250	1,151	360	236	897	1,046
Weighted base		3,451	1,168	2,283	810	823	848	970	1,697	1,754	508	1,191	1,164	345	243	881	1,006
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)?		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Interlink	% within column	2%	1%	2%	1%	2%	1%	2%	0%	2%	1%	**
	Weighted counts	16	11	43	14	51	2	4	0	46	10	
	Column Comparisons			b								
TNT Express	% within column	1%	1%	2%	1%	1%	2%	1%	0%	2%	1%	**
	Weighted counts	11	12	36	14	40	6	3	0	43	7	
	Column Comparisons			b								
Citipost	% within column	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%	**
	Weighted counts	5	3	21	5	24	3	1	0	21	8	
	Column Comparisons			b								
Other	% within column	1%	1%	1%	1%	1%	2%	0%	1%	1%	1%	**
	Weighted counts	6	7	12	17	21	7	1	1	20	9	
	Column Comparisons											
I don't know	% within column	3%	3%	3%	5%	4%	3%	3%	3%	4%	4%	**
	Weighted counts	22	28	57	79	117	9	6	3	96	38	
	Column Comparisons			a								
Effective Column n	% within column											
	Weighted counts	517	606	1,317	1,185	1,572	346	325	273	1,698	815	3
Unweighted base	% within column											
	Weighted counts	721	846	1,837	1,654	2,193	483	453	381	2,369	1,137	4
Weighted base	% within column											
	Weighted counts	740	825	1,842	1,590	2,878	298	186	89	2,519	928	4
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics														
			Methodology			Quarter				Gender		Age					SEG
QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt?			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Yes	% within column	86%	85%	87%	86%	87%	86%	85%	86%	87%	86%	84%	87%	92%	90%	84%	
	Weighted counts	2,978	997	1,981	698	720	733	827	1,455	1,523	436	999	1,007	318	218	740	
	Column Comparisons	-													b		
No - I received a card with instructions to arrange for redelivery or collection from a depot	% within column	14%	13%	14%	15%	11%	15%	14%	14%	13%	12%	17%	14%	9%	9%	16%	
	Weighted counts	470	152	317	120	88	130	131	239	230	61	199	158	31	21	144	
	Column Comparisons	-										d e					
No - I received a card to say that it was left with a neighbour	% within column	5%	5%	6%	6%	5%	6%	5%	5%	6%	7%	6%	6%	4%	3%	7%	
	Weighted counts	189	58	132	51	41	48	49	91	98	34	67	67	14	7	61	
	Column Comparisons	-															
No - I received a card to say that it was left in a safe place outside my home	% within column	5%	5%	5%	6%	4%	6%	4%	5%	5%	6%	6%	5%	1%	4%	8%	
	Weighted counts	178	59	119	46	36	52	44	88	90	32	77	54	5	9	69	
	Column Comparisons	-									d	d				b d	
No - It was left outside of my home for me to find	% within column	2%	2%	2%	2%	1%	3%	1%	2%	2%	2%	2%	2%	1%	2%	3%	
	Weighted counts	65	26	40	17	11	25	12	30	35	11	22	25	3	4	26	
	Column Comparisons	-														d	
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	
	Weighted counts	36	13	22	7	10	5	14	13	23	5	13	7	5	5	11	
	Column Comparisons	-															
NET: No	% within column	20%	19%	20%	21%	17%	22%	19%	20%	19%	20%	23%	19%	10%	16%	23%	
	Weighted counts	680	217	463	171	142	184	182	344	335	101	278	226	36	38	207	
	Column Comparisons	-										d	D	d			
Effective Column n	% within column																
	Weighted counts	2,515	580	1,936	593	598	611	713	1,180	1,335	368	896	825	258	169	643	
	Column Comparisons																

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt?													
	% within column	87%	87%	87%	83%	90%	86%	88%	83%	87%	86%	88%	**
Yes	Weighted counts	877	644	717	1,535	1,431	2,483	263	154	78	2,155	820	
	Column Comparisons				A								
No - I received a card with instructions to arrange for redelivery or collection from a depot													
	% within column	12%	13%	14%	17%	10%	13%	14%	15%	13%	15%	10%	**
	Weighted counts	116	93	117	304	164	387	43	28	11	380	89	
	Column Comparisons				B						b		
No - I received a card to say that it was left with a neighbour													
	% within column	5%	6%	4%	6%	5%	5%	6%	7%	4%	6%	5%	**
	Weighted counts	50	43	35	116	74	156	17	13	3	141	48	
	Column Comparisons												
No - I received a card to say that it was left in a safe place outside my home													
	% within column	5%	5%	3%	6%	5%	5%	6%	4%	5%	5%	6%	**
	Weighted counts	46	35	28	103	72	150	17	7	4	120	58	
	Column Comparisons												
No - It was left outside of my home for me to find													
	% within column	2%	2%	1%	2%	2%	2%	3%	2%	2%	2%	2%	**
	Weighted counts	18	16	6	35	31	50	9	4	2	46	20	
	Column Comparisons												
I don't know													
	% within column	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	**
	Weighted counts	10	6	9	14	18	29	3	3	1	27	8	
	Column Comparisons												
NET: No													
	% within column	19%	19%	18%	23%	16%	19%	21%	23%	19%	20%	18%	**
	Weighted counts	186	141	146	424	251	557	63	42	17	513	167	
	Column Comparisons				B								
	% within column												
Effective Column n	Weighted counts	750	517	606	1,317	1,185	1,572	346	325	273	1,698	815	3
	Column Comparisons												

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt?	Demographics														
	Methodology			Quarter				Gender		Age					SEG
	Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Unweighted base	3,510	809	2,701	827	835	853	995	1,647	1,863	513	1,250	1,151	360	236	897
Weighted base	3,451	1,168	2,283	810	823	848	970	1,697	1,754	508	1,191	1,164	345	243	881
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week
 Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt?	Demographics											
	SEG			Working status		UK nation				Rurality		
	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Unweighted base	1,046	721	846	1,837	1,654	2,193	483	453	381	2,369	1,137	4
Weighted base	1,006	740	825	1,842	1,590	2,878	298	186	89	2,519	928	4
Columns	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 4 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																		
			Method- ology		Quarter				Gender		Age					SEG				Work- ing status
QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
Very satisfied	% within column	33%	48%	26%	30%	32%	32%	37%	33%	33%	24%	31%	37%	**	**	30%	28%	36%	39%	32%
	Weighted counts	155	74	81	36	29	42	49	78	77	15	62	59			44	32	34	45	98
	Column Comparisons	-	B																	
Fairly satisfied	% within column	36%	32%	37%	35%	31%	40%	35%	33%	39%	47%	38%	31%	**	**	40%	30%	40%	32%	35%
	Weighted counts	167	48	119	42	28	52	45	79	89	29	76	49			58	34	38	38	106
	Column Comparisons	-																		
Neither satisfied or dissatisfied	% within column	16%	10%	19%	15%	23%	13%	16%	19%	14%	10%	16%	16%	**	**	15%	21%	14%	14%	17%
	Weighted counts	75	15	61	17	20	17	21	44	31	6	31	25			22	24	13	16	52
	Column Comparisons	-	a																	
Fairly dissatisfied	% within column	8%	5%	10%	10%	8%	11%	5%	9%	8%	9%	8%	9%	**	**	9%	11%	8%	6%	9%
	Weighted counts	40	7	32	12	7	14	7	22	18	6	16	15			12	13	7	8	26
	Column Comparisons	-																		
Very dissatisfied	% within column	7%	6%	7%	10%	6%	5%	7%	7%	7%	10%	6%	6%	**	**	5%	11%	1%	8%	7%
	Weighted counts	32	8	23	13	5	6	9	16	16	6	12	10			8	13	1	10	22
	Column Comparisons	-																		
Don't know	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	**	0%	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0
	Column Comparisons	-																		
NET: Satisfied	% within column	69%	80%	63%	65%	64%	72%	72%	65%	72%	71%	70%	69%	**	**	71%	57%	77%	71%	67%
	Weighted counts	322	122	200	78	56	94	94	157	165	44	139	108			101	66	72	83	204
	Column Comparisons	-	b															b		
NET: Dissatisfied	% within column	15%	10%	18%	20%	14%	15%	12%	16%	14%	19%	14%	15%	**	**	14%	22%	9%	15%	16%
	Weighted counts	72	16	56	24	12	20	15	38	33	12	28	24			20	26	9	17	48
	Column Comparisons	-																		
Effective Column n	% within column																			
	Weighted counts	332	71	261	83	64	84	101	155	178	44	150	102	21	15	100	90	64	78	211
	Column Comparisons																			
Unweighted base		479	102	377	120	93	121	145	223	256	64	216	147	30	22	144	130	92	113	304
Weighted base		470	152	317	120	88	130	131	239	230	61	199	158	31	21	144	116	93	117	304
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Work- ing status	UK nation			Rurality			
QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot		Not work- ing	NET: Engl- and	NET: Scotl- and	N. Wal- es	N. Irel- and	Urb- an	Unkn- own	
	% within column	35%	34%	25%	34%	42%	33%	32%	**
Very satisfied	Weighted counts	57	130	11	10	5	126	28	
	Column Comparisons								
	% within column	37%	37%	33%	28%	33%	35%	39%	**
Fairly satisfied	Weighted counts	60	142	14	8	4	132	35	
	Column Comparisons								
	% within column	14%	15%	20%	18%	17%	17%	14%	**
Neither satisfied or dissatisfied	Weighted counts	23	60	9	5	2	63	12	
	Column Comparisons								
	% within column	8%	8%	12%	17%	3%	8%	9%	**
Fairly dissatisfied	Weighted counts	13	29	5	5	0	31	8	
	Column Comparisons								
	% within column	6%	7%	9%	3%	6%	7%	5%	**
Very dissatisfied	Weighted counts	10	27	4	1	1	27	5	
	Column Comparisons								
	% within column	0%	0%	1%	0%	0%	0%	0%	**
Don't know	Weighted counts	0	0	0	0	0	0	0	
	Column Comparisons								
	% within column	71%	70%	58%	62%	74%	68%	71%	**
NET: Satisfied	Weighted counts	117	271	25	17	8	258	64	
	Column Comparisons								
	% within column	14%	14%	21%	20%	9%	15%	15%	**
NET: Dissatisfied	Weighted counts	23	56	9	6	1	59	13	
	Column Comparisons								
	% within column								
Effective Column n	Weighted counts	120	203	47	46	37	248	84	0
	Column Comparisons								
Unweighted base		173	292	68	66	53	358	121	0
Weighted base		164	387	43	28	11	380	89	0
Columns		B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Work- ing status	
QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
Very satisfied	% within column	38%	**	35%	**	**	**	**	33%	42%	**	36%	44%	**	**	34%	**	**	**	41%
	Weighted counts	67		42					29	38		28	24			24				42
	Column Comparisons	-																		
Fairly satisfied	% within column	40%	**	38%	**	**	**	**	44%	37%	**	46%	29%	**	**	44%	**	**	**	43%
	Weighted counts	72		45					39	33		36	16			30				45
	Column Comparisons	-																		
Neither satisfied or dissatisfied	% within column	6%	**	8%	**	**	**	**	8%	4%	**	5%	2%	**	**	9%	**	**	**	5%
	Weighted counts	11		9					7	4		4	1			6				5
	Column Comparisons	-																		
Fairly dissatisfied	% within column	9%	**	11%	**	**	**	**	12%	6%	**	12%	7%	**	**	6%	**	**	**	6%
	Weighted counts	16		13					10	6		9	4			4				6
	Column Comparisons	-																		
Very dissatisfied	% within column	7%	**	8%	**	**	**	**	4%	10%	**	2%	18%	**	**	6%	**	**	**	5%
	Weighted counts	12		10					3	9		1	10			4				5
	Column Comparisons	-																		
Don't know	% within column	0%	**	0%	**	**	**	**	0%	0%	**	0%	0%	**	**	0%	**	**	**	0%
	Weighted counts	0		0					0	0		0	0			0				0
	Column Comparisons	-		-					-	-		-	-			-				-
NET: Satisfied	% within column	78%	**	73%	**	**	**	**	77%	79%	**	82%	74%	**	**	78%	**	**	**	84%
	Weighted counts	139		87					68	71		63	40			54				87
	Column Comparisons	-																		
NET: Dissatisfied	% within column	16%	**	19%	**	**	**	**	15%	16%	**	13%	24%	**	**	13%	**	**	**	11%
	Weighted counts	28		23					14	15		10	13			9				11
	Column Comparisons	-																		
Effective Column n	% within column																			
	Weighted counts	130	27	103	35	25	35	35	56	74	22	59	38	4	7	50	29	26	25	75
	Column Comparisons																			
Unweighted base		180	37	143	49	34	49	48	77	103	30	82	52	6	10	69	40	36	35	104
Weighted base		178	59	119	46	36	52	44	88	90	32	77	54	5	9	69	46	35	28	103
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Work- ing status	UK nation			Rurality			
		Not work- ing	NET: Engl- and	NET: Scotl- and	N. Irel- and	Urb- an	Rural	Unkn- own	
QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home									
% within column		34%	36%	**	**	**	36%	42%	**
Very satisfied	Weighted counts	25	55				43	24	
Column Comparisons									
% within column		37%	40%	**	**	**	38%	45%	**
Fairly satisfied	Weighted counts	27	60				46	26	
Column Comparisons									
% within column		5%	6%	**	**	**	8%	3%	**
Neither satisfied or dissatisfied	Weighted counts	4	9				9	2	
Column Comparisons									
% within column		14%	10%	**	**	**	9%	9%	**
Fairly dissatisfied	Weighted counts	10	15				11	5	
Column Comparisons									
% within column		9%	7%	**	**	**	9%	2%	**
Very dissatisfied	Weighted counts	7	11				11	1	
Column Comparisons									
% within column		0%	0%	**	**	**	0%	0%	**
Don't know	Weighted counts	0	0				0	0	
Column Comparisons		-	-				-	-	
% within column		72%	76%	**	**	**	74%	87%	**
NET: Satisfied	Weighted counts	52	114				89	50	
Column Comparisons									
% within column		23%	17%	**	**	**	18%	11%	**
NET: Dissatisfied	Weighted counts	17	26				22	6	
Column Comparisons									
% within column									
Effective Column n	Weighted counts	54	80	21	15	14	81	49	0
Column Comparisons									
Unweighted base		75	110	29	21	20	112	68	0
Weighted base		72	150	17	7	4	120	58	0
Columns		B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																		
		Method- ology		Quarter				Gender		Age					SEG				Work- ing status	
		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour	% within column	53%	**	57%	54%	**	**	55%	51%	56%	**	50%	67%	**	**	46%	43%	**	**	54%
	Weighted counts	101		75	28			27	46	55		33	45			28	22			62
	Column Comparisons	-																		
Very satisfied	% within column	31%	**	28%	28%	**	**	22%	36%	27%	**	34%	23%	**	**	37%	38%	**	**	35%
	Weighted counts	59		37	15			11	33	27		23	15			23	19			41
	Column Comparisons	-																		
Fairly satisfied	% within column	9%	**	6%	10%	**	**	18%	8%	10%	**	12%	2%	**	**	11%	13%	**	**	7%
	Weighted counts	17		8	5			9	7	9		8	1			7	7			8
	Column Comparisons	-																		
Neither satisfied or dissatisfied	% within column	5%	**	8%	6%	**	**	4%	6%	5%	**	5%	8%	**	**	6%	2%	**	**	3%
	Weighted counts	10		10	3			2	5	5		3	6			3	1			4
	Column Comparisons	-																		
Fairly dissatisfied	% within column	1%	**	2%	2%	**	**	0%	0%	2%	**	0%	0%	**	**	0%	3%	**	**	1%
	Weighted counts	2		2	1			0	0	2		0	0			0	1			1
	Column Comparisons	-																		
Very dissatisfied	% within column	0%	**	0%	0%	**	**	0%	0%	0%	**	0%	0%	**	**	0%	0%	**	**	0%
	Weighted counts	0		0	0			0	0	0		0	0			0	0			0
	Column Comparisons	-		-	-			-	-	-		-	-			-	-			-
Don't know	% within column	85%	**	85%	82%	**	**	78%	86%	83%	**	84%	90%	**	**	83%	82%	**	**	89%
	Weighted counts	160		112	42			38	78	82		56	60			51	41			103
	Column Comparisons	-																		
NET: Satisfied	% within column	7%	**	9%	8%	**	**	4%	6%	7%	**	5%	8%	**	**	6%	5%	**	**	4%
	Weighted counts	12		12	4			2	5	7		3	6			3	3			5
	Column Comparisons	-		a																
NET: Dissatisfied	% within column																			
	Weighted counts	129	26	103	38	27	30	34	56	73	23	51	41	8	6	39	34	27	29	76
	Column Comparisons																			
Effective Column n																				
Unweighted base		190	39	151	56	40	44	50	82	108	34	75	60	12	9	57	50	40	43	112
Weighted base		189	58	132	51	41	48	49	91	98	34	67	67	14	7	61	50	43	35	116
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Work- ing status	UK nation			Rurality			
QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour		Not work- ing	NET: Engl- and	NET: Scotl- and	N. Irel- and	Urb- an	Rural	Unkn- own	
	% within column	53%	54%	**	**	**	50%	63%	**
Very satisfied	Weighted counts	39	84				71	30	
	Column Comparisons								
	% within column	25%	30%	**	**	**	32%	29%	**
Fairly satisfied	Weighted counts	19	47				45	14	
	Column Comparisons								
	% within column	12%	9%	**	**	**	11%	4%	**
Neither satisfied or dissatisfied	Weighted counts	9	14				15	2	
	Column Comparisons								
	% within column	9%	5%	**	**	**	6%	4%	**
Fairly dissatisfied	Weighted counts	6	8				8	2	
	Column Comparisons								
	% within column	1%	1%	**	**	**	2%	0%	**
Very dissatisfied	Weighted counts	1	2				2	0	
	Column Comparisons								
	% within column	0%	0%	**	**	**	0%	0%	**
Don't know	Weighted counts	0	0				0	0	
	Column Comparisons	-	-				-	-	
	% within column	78%	84%	**	**	**	82%	92%	**
NET: Satisfied	Weighted counts	58	131				116	44	
	Column Comparisons								
	% within column	10%	7%	**	**	**	7%	4%	**
NET: Dissatisfied	Weighted counts	7	11				10	2	
	Column Comparisons								
	% within column								
Effective Column n	Weighted counts	53	77	19	22	11	85	44	0
	Column Comparisons								
Unweighted base		78	114	28	32	16	125	65	0
Weighted base		74	156	17	13	3	141	48	0
Columns		B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Demographics																			
		Methodology		Quarter				Gender		Age					SEG				Working status
QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find			Onli-	Q1	Q2	Q3	Q4	Male	Fem-	16-24	25-44	45-64	65-74	75+	AB	C1	C2	DE	Work-
		Total	ne	2017	2017	2017	2017		ale	years	years	years	years	years					ing
		30%	**	23%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	% within column																		
	Weighted counts	20		9															
	Column Comparisons	-																	
Fairly satisfied	% within column	26%	**	24%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	17		10															
	Column Comparisons	-																	
Neither satisfied or dissatisfied	% within column	11%	**	15%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	7		6															
	Column Comparisons	-																	
Fairly dissatisfied	% within column	18%	**	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	12		8															
	Column Comparisons	-																	
Very dissatisfied	% within column	16%	**	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	10		8															
	Column Comparisons	-																	
Don't know	% within column	0%	**	0%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	0		0															
	Column Comparisons	-		-															
NET: Satisfied	% within column	56%	**	47%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	36		19															
	Column Comparisons	-																	
NET: Dissatisfied	% within column	34%	**	38%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	22		15															
	Column Comparisons	-																	
Effective Column n	% within column																		
	Weighted counts	44	11	33	13	7	13	11	19	26	9	17	13	2	3	14	13	11	6
Unweighted base	Column Comparisons																		
	Weighted counts	69	17	52	20	11	21	17	29	40	14	27	20	3	5	22	20	17	10
Weighted base	Column Comparisons																		
	Weighted counts	65	26	40	17	11	25	12	30	35	11	22	25	3	4	26	18	16	6
Columns	Column Comparisons																		
	Weighted counts	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Work- ing status	UK nation				Rurality		
QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find		Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
		**	**	**	**	**	**	**	**
Very satisfied	% within column								
	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Fairly satisfied	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Neither satisfied or dissatisfied	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Fairly dissatisfied	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Very dissatisfied	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Don't know	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
NET: Satisfied	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
NET: Dissatisfied	Weighted counts								
	Column Comparisons								
	% within column								
Effective Column n	Weighted counts	23	22	9	8	5	26	19	0
	Column Comparisons								
Unweighted base		36	35	14	12	8	40	29	0
Weighted base		31	50	9	4	2	46	20	0
Columns		B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

								Demographics									
QE9: 'Sorry you were out' card ever received for deliveries too big to fit in letterbox or requiring signature		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	77%	69%	82%	75%	74%	81%	77%	76%	78%	73%	79%	81%	74%	61%	82%	77%
	Weighted counts	4,517	1,758	2,759	1,114	1,074	1,153	1,177	2,184	2,333	606	1,539	1,528	504	341	1,135	1,343
	Column Comparisons	-		A			a B d				E	a d E	A D E	E		b c D	D
No	% within column	22%	29%	16%	23%	24%	17%	21%	23%	21%	22%	20%	18%	25%	36%	17%	21%
	Weighted counts	1,271	745	526	336	356	249	330	652	619	185	380	337	172	197	234	361
	Column Comparisons	-	B		c	C		c			c			b C	A B C d		a
I don't know	% within column	2%	1%	2%	2%	2%	2%	2%	2%	2%	4%	1%	1%	1%	3%	1%	2%
	Weighted counts	107	32	75	28	28	23	28	52	55	34	26	21	8	17	21	31
	Column Comparisons	-		a							B C d				c		
Effective Column n																	
Weighted counts		4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Column Comparisons																	
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation			Rurality			
QE9: 'Sorry you were out' card ever received for deliveries too big to fit in letterbox or requiring signature		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes	% within column	77%	71%	81%	72%	76%	80%	78%	79%	76%	78%	**
	Weighted counts	975	1,064	2,483	2,013	3,771	376	230	140	3,350	1,159	
	Column Comparisons	d		B								
No	% within column	21%	27%	17%	26%	22%	19%	20%	19%	22%	20%	**
	Weighted counts	264	412	525	740	1,086	92	60	34	967	301	
	Column Comparisons	a	A B c		A							
I don't know	% within column	2%	2%	1%	2%	2%	1%	2%	1%	2%	2%	**
	Weighted counts	25	30	39	62	95	4	5	2	75	29	
	Column Comparisons				a							
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
	Columns	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$)

part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Pick up the item from a delivery office	% within column	30%	31%	29%	45%	22%	26%	27%	31%	29%	27%	30%	33%	26%
	Weighted counts	1,379	555	824	511	236	312	320	698	681	170	479	518	133
	Column Comparisons	-			B C D		b	b				e	a d e	
Arrange for redelivery to your home	% within column	36%	31%	39%	36%	39%	35%	35%	34%	38%	40%	36%	34%	37%
	Weighted counts	1,662	553	1,109	404	424	411	424	762	900	252	569	525	190
	Column Comparisons	-		A						a				
Arrange for the item to be left in a safe place	% within column	24%	19%	28%	25%	25%	24%	24%	21%	27%	28%	23%	24%	22%
	Weighted counts	1,123	339	784	281	271	283	288	473	649	173	371	366	112
	Column Comparisons	-		A						A				
Arrange for delivery to a neighbour	% within column	25%	22%	27%	28%	22%	25%	26%	25%	25%	28%	25%	25%	22%
	Weighted counts	1,159	393	767	315	242	291	312	558	601	176	395	391	110
	Column Comparisons	-		a	b									
Arrange for delivery to a Post Office branch, where you can pick it up	% within column	17%	12%	20%	12%	17%	19%	20%	18%	17%	16%	19%	17%	14%
	Weighted counts	791	217	574	141	181	228	241	396	395	97	293	269	71
	Column Comparisons	-		A		a	A	A						
Arrange to pick it up from a collection point/box	% within column	8%	6%	10%	5%	8%	10%	11%	9%	7%	11%	11%	7%	3%
	Weighted counts	381	102	279	52	84	118	127	206	175	68	170	106	16
	Column Comparisons	-		A		a	A	A			c D	c D e	d	
Arrange for delivery to an alternative address	% within column	6%	5%	6%	3%	8%	6%	6%	6%	6%	9%	7%	5%	3%
	Weighted counts	273	91	182	38	91	74	71	137	136	58	116	73	16
	Column Comparisons	-				A	a	a			C D e	c d e		
Get a friend/relative to pick up the item from the delivery/enquiry office	% within column	4%	6%	4%	2%	5%	6%	4%	4%	5%	8%	5%	4%	2%
	Weighted counts	204	101	103	26	56	73	48	95	109	52	74	60	10
	Column Comparisons	-	b			a	A				b C D e	d		
Arrange to pick it up at the operator's depot	% within column	8%	11%	6%	1%	11%	12%	8%	9%	7%	8%	10%	8%	4%
	Weighted counts	372	194	178	12	123	137	101	204	169	49	161	121	21
	Column Comparisons	-	B			A	A d	A	b			d		
Any other way	% within column	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	1%	1%
	Weighted counts	27	13	15	6	9	11	2	15	13	3	9	10	3
	Column Comparisons	-												
I don't know	% within column	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%
	Weighted counts	15	1	13	1	3	7	5	7	8	2	5	2	3
	Column Comparisons	-		a										

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Pick up the item from a delivery office	% within column	22%	28%	31%	30%	31%	32%	27%	30%	32%	24%	27%	32%	25%
	Weighted counts	78	328	418	296	337	815	559	1,159	124	56	39	1,081	292
	Column Comparisons						b			c			B	
Arrange for redelivery to your home	% within column	36%	33%	37%	35%	40%	33%	40%	37%	29%	36%	32%	37%	34%
	Weighted counts	125	380	502	352	428	830	826	1,421	111	85	46	1,254	407
	Column Comparisons					a		A						
Arrange for the item to be left in a safe place	% within column	29%	26%	25%	25%	21%	24%	24%	23%	27%	26%	39%	21%	32%
	Weighted counts	101	305	345	250	224	611	500	902	105	61	56	734	385
	Column Comparisons										A B C		A	
Arrange for delivery to a neighbour	% within column	25%	27%	25%	24%	24%	26%	25%	25%	24%	27%	28%	25%	27%
	Weighted counts	88	317	342	241	259	647	511	962	94	64	39	839	318
	Column Comparisons													
Arrange for delivery to a Post Office branch, where you can pick it up	% within column	17%	18%	18%	17%	16%	19%	15%	17%	19%	18%	17%	17%	18%
	Weighted counts	60	209	242	169	171	471	316	649	74	44	24	576	215
	Column Comparisons						b							
Arrange to pick it up from a collection point/ box	% within column	6%	8%	10%	8%	7%	9%	7%	8%	8%	11%	6%	9%	7%
	Weighted counts	21	95	133	79	74	236	143	315	32	26	8	292	87
	Column Comparisons						b							
Arrange for delivery to an alternative address	% within column	3%	5%	6%	7%	6%	7%	4%	6%	6%	6%	4%	6%	5%
	Weighted counts	10	62	80	69	62	183	88	230	21	15	6	208	65
	Column Comparisons						B							
Get a friend/relative to pick up the item from the delivery/enquiry office	% within column	2%	4%	4%	5%	5%	5%	4%	4%	5%	5%	6%	5%	4%
	Weighted counts	7	48	61	45	50	127	76	165	19	11	8	162	42
	Column Comparisons													
Arrange to pick it up at the operator's depot	% within column	6%	7%	8%	9%	9%	9%	6%	8%	5%	8%	7%	9%	5%
	Weighted counts	22	84	111	85	93	240	131	323	21	19	9	311	60
	Column Comparisons						b						B	
Any other way	% within column	1%	1%	0%	1%	1%	0%	1%	1%	1%	0%	0%	1%	1%
	Weighted counts	2	7	2	9	10	12	15	23	2	1	0	19	8
	Column Comparisons													
I don't know	% within column	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	2	0	3	5	6	5	10	13	1	0	0	11	4
	Column Comparisons													

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		**
	% within column	
Pick up the item from a delivery office	Weighted counts	
	Column Comparisons	
	% within column	**
Arrange for redelivery to your home	Weighted counts	
	Column Comparisons	
	% within column	**
Arrange for the item to be left in a safe place	Weighted counts	
	Column Comparisons	
	% within column	**
Arrange for delivery to a neighbour	Weighted counts	
	Column Comparisons	
	% within column	**
Arrange for delivery to a Post Office branch, where you can pick it up	Weighted counts	
	Column Comparisons	
	% within column	**
Arrange to pick it up from a collection point/box	Weighted counts	
	Column Comparisons	
	% within column	**
Arrange for delivery to an alternative address	Weighted counts	
	Column Comparisons	
	% within column	**
Get a friend/relative to pick up the item from the delivery/enquiry office	Weighted counts	
	Column Comparisons	
	% within column	**
Arrange to pick it up at the operator's depot	Weighted counts	
	Column Comparisons	
	% within column	**
Any other way	Weighted counts	
	Column Comparisons	
	% within column	**
I don't know	Weighted counts	
	Column Comparisons	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
	% within column	55%	57%	53%	56%	51%	57%	55%	57%	52%	53%	59%	56%	46%
NET: Arrange pick-up	Weighted counts	2,516	1,008	1,507	632	554	669	660	1,284	1,231	333	926	865	234
	Column Comparisons	-	b						b			D E	d e	
	% within column	55%	50%	59%	54%	58%	53%	55%	53%	57%	63%	56%	52%	54%
NET: Arrange new delivery	Weighted counts	2,552	883	1,669	618	639	630	665	1,200	1,352	392	889	812	275
	Column Comparisons	-		A						a	b C d e			
	% within column													
Effective Column n	Weighted counts	3,322	922	2,400	821	794	835	871	1,566	1,756	445	1,184	1,087	364
	Column Comparisons													
Unweighted base		4,645	1,289	3,356	1,148	1,111	1,168	1,218	2,190	2,455	622	1,656	1,520	509
Weighted base		4,613	1,776	2,837	1,137	1,094	1,179	1,203	2,244	2,369	624	1,581	1,550	509
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
NET: Arrange pick-up	% within column	46%	53%	57%	54%	54%	59%	49%	55%	57%	51%	53%	57%	46%
	Weighted counts	159	617	773	541	585	1,500	1,008	2,099	221	122	75	1,957	551
	Column Comparisons						B						B	
NET: Arrange new delivery	% within column	53%	55%	56%	54%	57%	54%	57%	56%	49%	58%	51%	55%	56%
	Weighted counts	184	637	763	539	612	1,361	1,182	2,155	188	137	73	1,887	661
	Column Comparisons							a			b			
Effective Column n	% within column													
	Weighted counts	242	838	1,015	673	796	1,779	1,527	2,062	441	408	410	2,295	1,022
	Column Comparisons													
Unweighted base		338	1,172	1,419	941	1,113	2,488	2,135	2,884	616	571	574	3,209	1,429
Weighted base		349	1,168	1,366	997	1,082	2,533	2,057	3,848	386	237	142	3,418	1,186
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?		Unkn-own
	% within column	**
NET: Arrange pick-up	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Arrange new delivery	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	5
	Column Comparisons	
Unweighted base		7
Weighted base		9
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who have ever received a 'Sorry you were out card' from a delivery company
 Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE10a: In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

QE10a: In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?								Demographics															
								Methodology			Quarter				Gender		Age					SEG	
								Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	41%	32%	48%	44%	39%	39%	43%	39%	43%	51%	49%	39%	28%	22%	45%	45%						
	Weighted counts	2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191	125	618	779						
	Column Comparisons	-		A						a	C D E	C D E	D E			c D	c D						
No	% within column	59%	68%	52%	56%	61%	61%	57%	61%	57%	49%	51%	61%	72%	78%	55%	55%						
	Weighted counts	3,469	1,729	1,740	833	892	872	872	1,756	1,714	408	989	1,149	493	429	771	956						
	Column Comparisons	-		B						b			A B	A B C	A B C								
Effective Column n	% within column																						
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238						
	Column Comparisons																						
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742						
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735						
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B						

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE10a: In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Yes

% within column

Weighted counts

Column Comparisons

% within column

Weighted counts

Column Comparisons

% within column

Effective Column n

Weighted counts

Column Comparisons

Unweighted base

Weighted base

Columns

		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
		39%	36%	46%	35%	41%	49%	42%	35%	41%	43%	**
		488	540	1,413	996	2,010	229	124	62	1,783	637	
				B			a c D	d				
		61%	64%	54%	65%	59%	51%	58%	65%	59%	57%	**
		776	966	1,634	1,820	2,942	242	171	115	2,609	851	
		a b	A B		A	b		b	B c			
		845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

part 2 of 2

			QE10b: List of factors people consider when choosing delivery for letters/parcels THEY will receive					
			This is a 'great to have' – makes a difference and can sway my decision	This is not important to me – I can live without it being offered	This is a 'nice to have' , but I can't mind if not offered	This is a negative to me	NET: Important (T-2B)	Weighted base
Guarantee that the parcel will arrive intact	% within row		61%	29%	8%	2%	1%	90%
	Weighted counts		1,478	704	185	43	15	2,183
Guaranteed delivery to my door	% within row		50%	37%	11%	2%	0%	86%
	Weighted counts		1,208	886	272	54	6	2,094
Guarantee that the parcel will arrive on time	% within row		38%	44%	15%	3%	0%	82%
	Weighted counts		919	1,065	370	62	10	1,984
Low cost	% within row		33%	46%	17%	3%	1%	79%
	Weighted counts		811	1,116	410	61	27	1,928
Free delivery	% within row		23%	56%	17%	3%	0%	79%
	Weighted counts		570	1,356	410	79	11	1,926
Proof and details of delivery receipt sent to me if someone else receives it	% within row		39%	38%	18%	4%	1%	77%
	Weighted counts		948	929	426	97	26	1,877
Convenient options for me to accept the delivery	% within row		24%	53%	20%	3%	0%	77%
	Weighted counts		586	1,280	480	70	10	1,866
Fast delivery	% within row		27%	49%	20%	4%	1%	76%
	Weighted counts		662	1,180	478	91	15	1,842
Ability to track the delivery	% within row		31%	44%	20%	4%	1%	75%
	Weighted counts		754	1,076	490	88	18	1,829
Proof of postage/dispatch	% within row		35%	40%	21%	4%	1%	74%
	Weighted counts		839	962	498	105	22	1,802
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	% within row		28%	46%	18%	5%	3%	74%
	Weighted counts		677	1,125	440	111	72	1,802

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Part 1 of 2

			QE10b: List of factors people consider when choosing delivery for letters/parcels THEY will receive						
			This is a 'great to have' – makes a difference and can sway my decision	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T-2B)	Weighted base	
Option to reschedule if I am unable to take the delivery	% within row		28%	46%	21%	4%	1%	74%	100%
	Weighted counts		690	1,110	499	106	20	1,800	2,426
Ability to select a specific date/time for delivery	% within row		20%	49%	24%	6%	1%	69%	100%
	Weighted counts		481	1,201	581	143	21	1,681	2,426
Availability of nearby collection points in case of failed delivery	% within row		23%	45%	23%	7%	3%	67%	100%
	Weighted counts		553	1,084	553	170	66	1,637	2,426
Ability to provide a specific time slot or SMS notification of delivery time	% within row		16%	51%	25%	7%	1%	67%	100%
	Weighted counts		386	1,241	602	167	29	1,627	2,426
Ability to choose an express or next day service	% within row		19%	45%	28%	7%	1%	64%	100%
	Weighted counts		461	1,092	671	180	23	1,553	2,426
Ability to select an evening/weekend delivery	% within row		14%	43%	29%	12%	1%	57%	100%
	Weighted counts		349	1,037	710	300	31	1,386	2,426
Inclusion of insurance	% within row		16%	35%	32%	15%	3%	51%	100%
	Weighted counts		380	846	783	352	64	1,226	2,426

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE10b_1: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Low cost		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	33%	34%	33%	35%	31%	36%	32%	29%	37%	34%	32%	35%	34%
	Weighted counts	811	276	535	223	176	198	213	331	480	143	310	260	65
	Column Comparisons	-								A				
This is a 'great to have' – makes a difference and can sway my decision	% within column	46%	44%	47%	45%	49%	42%	47%	45%	47%	46%	48%	45%	40%
	Weighted counts	1,116	351	765	293	278	232	313	512	604	193	458	330	77
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	17%	18%	16%	16%	16%	19%	17%	20%	14%	16%	16%	17%	20%
	Weighted counts	410	143	267	104	92	103	111	226	184	66	156	124	38
	Column Comparisons	-							b					
This is not important to me – don't mind if not offered	% within column	3%	3%	2%	3%	1%	2%	3%	4%	1%	3%	2%	2%	5%
	Weighted counts	61	24	37	18	8	13	22	49	12	13	21	16	9
	Column Comparisons	-							B					
This is a negative to me	% within column	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	27	12	15	6	10	6	4	14	13	2	11	6	2
	Column Comparisons	-												
NET: Important (T2B)	% within column	79%	78%	80%	80%	80%	78%	79%	74%	84%	81%	80%	80%	74%
	Weighted counts	1,928	627	1,301	517	454	431	526	843	1,085	336	768	590	142
	Column Comparisons	-								A				
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
	Column Comparisons													
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Age	SEG				Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QE10b_1: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Low cost		% within column	25%	29%	34%	37%	35%	32%	35%	33%	34%	36%	33%	34%	32%
This is mandatory to me – a must have		Weighted counts	31	180	265	179	187	454	348	668	77	45	21	609	201
		Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision		% within column	47%	46%	46%	45%	47%	47%	45%	46%	45%	49%	51%	46%	46%
		Weighted counts	59	286	359	219	252	666	446	921	103	60	32	819	294
		Column Comparisons													
This is a 'nice to have', but I can live without it being offered		% within column	20%	19%	17%	16%	16%	17%	16%	17%	19%	12%	14%	17%	18%
		Weighted counts	25	115	134	77	84	243	163	343	43	15	9	294	116
		Column Comparisons													
This is not important to me – don't mind if not offered		% within column	2%	4%	1%	2%	3%	2%	3%	3%	2%	3%	2%	2%	3%
		Weighted counts	2	26	11	9	15	33	28	51	5	3	1	41	19
		Column Comparisons		b											
This is a negative to me		% within column	5%	2%	1%	1%	0%	1%	1%	1%	0%	0%	0%	1%	1%
		Weighted counts	7	11	10	4	2	17	10	26	0	0	0	19	8
		Column Comparisons	a b c												
NET: Important (T2B)		% within column	73%	75%	80%	82%	81%	79%	80%	79%	79%	85%	84%	80%	78%
		Weighted counts	90	466	623	398	439	1,120	795	1,590	181	105	52	1,428	495
		Column Comparisons													
Effective Column n		% within column													
		Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
		Column Comparisons													
Unweighted base			124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base			125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QE10b_1: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Low cost		**
	% within column	
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	3
	Column Comparisons	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10b_2: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Free delivery		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	23%	31%	20%	21%	24%	24%	25%	21%	25%	24%	22%	24%	24%
	Weighted counts	570	249	321	136	138	130	166	241	329	100	213	179	47
	Column Comparisons	-	B							a				
This is a 'great to have' – makes a difference and can sway my decision	% within column	56%	47%	61%	61%	55%	56%	51%	54%	57%	55%	54%	58%	60%
	Weighted counts	1,356	375	981	395	309	312	341	615	741	231	519	425	114
	Column Comparisons	-		A	d									
This is a 'nice to have', but I can live without it being offered	% within column	17%	19%	16%	16%	17%	15%	19%	19%	15%	17%	19%	15%	14%
	Weighted counts	410	150	260	102	99	85	125	219	191	70	182	107	28
	Column Comparisons	-							b					
This is not important to me – don't mind if not offered	% within column	3%	4%	3%	2%	3%	4%	4%	4%	2%	3%	4%	3%	1%
	Weighted counts	79	30	49	12	16	24	28	48	31	14	34	25	2
	Column Comparisons	-							b					
This is a negative to me	% within column	0%	0%	1%	0%	0%	1%	1%	1%	0%	0%	1%	0%	0%
	Weighted counts	11	2	9	1	2	3	4	9	2	2	7	1	1
	Column Comparisons	-							b					
NET: Important (T2B)	% within column	79%	77%	80%	82%	79%	80%	76%	76%	83%	79%	77%	82%	84%
	Weighted counts	1,926	624	1,302	531	448	442	506	856	1,070	332	732	604	161
	Column Comparisons	-								A				
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
	Column Comparisons													
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QE10b_2: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Free delivery		% within column	24%	20%	27%	24%	22%	23%	24%	18%	24%	20%	25%	19%
This is mandatory to me – a must have	Weighted counts	30	123	212	115	120	322	243	487	41	29	13	447	121
	Column Comparisons			a									b	
	% within column	54%	56%	52%	60%	57%	54%	59%	56%	60%	53%	53%	55%	60%
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	67	346	408	292	311	762	585	1,120	137	66	33	973	381
	Column Comparisons						a							
	% within column	18%	20%	17%	13%	16%	19%	14%	16%	20%	20%	24%	16%	18%
This is a 'nice to have', but I can live without it being offered	Weighted counts	23	125	133	63	89	268	140	325	46	24	15	292	117
	Column Comparisons		c				b							
	% within column	3%	3%	3%	3%	4%	4%	3%	3%	2%	3%	2%	4%	3%
This is not important to me – don't mind if not offered	Weighted counts	4	20	23	17	19	53	26	69	6	4	1	63	16
	Column Comparisons													
	% within column	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%
This is a negative to me	Weighted counts	0	5	3	2	2	8	3	10	0	0	0	9	2
	Column Comparisons													
	% within column	78%	76%	80%	83%	80%	77%	83%	80%	78%	77%	73%	80%	79%
NET: Important (T2B)	Weighted counts	97	469	619	407	431	1,083	828	1,607	178	96	46	1,419	502
	Column Comparisons							A						
	% within column													
Effective Column n	Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
	Column Comparisons													
	% within column													
Unweighted base		124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base		125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demo...
			Rurality
			Unkn- own
QE10b_2: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Free delivery			**
	% within column		
This is mandatory to me – a must have	Weighted counts		
	Column Comparisons		
	% within column	**	
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts		
	Column Comparisons		
	% within column	**	
This is a 'nice to have', but I can live without it being offered	Weighted counts		
	Column Comparisons		
	% within column	**	
This is not important to me – don't mind if not offered	Weighted counts		
	Column Comparisons		
	% within column	**	
This is a negative to me	Weighted counts		
	Column Comparisons		
	% within column	**	
NET: Important (T2B)	Weighted counts		
	Column Comparisons		
	% within column		
Effective Column n	Weighted counts	3	
	Column Comparisons		
Unweighted base		4	
Weighted base		5	
Columns		C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics												
			Methodology			Quarter				Gender		Age			
QE10b_3: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Inclusion of insurance			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	16%	21%	13%	14%	15%	17%	17%	16%	15%	16%	15%	17%	10%	
	Weighted counts	380	172	208	89	86	93	112	185	196	68	148	126	19	
	Column Comparisons	-	B												
This is a 'great to have' – makes a difference and can sway my decision	% within column	35%	34%	35%	37%	40%	32%	32%	33%	36%	32%	38%	35%	28%	
	Weighted counts	846	278	568	236	223	176	211	375	471	136	364	255	54	
	Column Comparisons	-													
This is a 'nice to have', but I can live without it being offered	% within column	32%	26%	36%	34%	28%	32%	34%	34%	31%	36%	29%	33%	39%	
	Weighted counts	783	208	576	216	160	179	227	384	399	151	275	244	75	
	Column Comparisons	-		A											
This is not important to me – don't mind if not offered	% within column	15%	15%	14%	14%	14%	14%	15%	14%	15%	13%	15%	13%	20%	
	Weighted counts	352	119	233	92	78	80	102	161	192	53	146	96	37	
	Column Comparisons	-													
This is a negative to me	% within column	3%	4%	2%	2%	3%	4%	2%	3%	3%	3%	2%	2%	3%	
	Weighted counts	64	29	35	12	17	24	11	28	35	10	23	16	6	
	Column Comparisons	-													
NET: Important (T2B)	% within column	51%	56%	48%	50%	55%	49%	49%	49%	52%	49%	54%	52%	38%	
	Weighted counts	1,226	450	776	325	309	269	323	559	667	203	512	381	73	
	Column Comparisons	-	b									d	d		
Effective Column n	% within column														
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144	
	Column Comparisons														
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195	
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Age	SEG				Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QE10b_3: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Inclusion of insurance		% within column	16%	17%	13%	20%	14%	17%	14%	16%	16%	17%	9%	16%	14%
This is mandatory to me – a must have		Weighted counts	19	104	101	100	76	237	141	319	36	20	5	292	86
		Column Comparisons			b										
This is a 'great to have' – makes a difference and can sway my decision		% within column	30%	31%	38%	34%	35%	36%	33%	35%	35%	39%	36%	34%	36%
		Weighted counts	38	193	294	167	191	508	332	695	80	48	22	614	229
		Column Comparisons													
This is a 'nice to have', but I can live without it being offered		% within column	31%	33%	33%	29%	33%	31%	34%	32%	33%	28%	44%	33%	32%
		Weighted counts	38	201	259	143	180	436	343	646	75	35	28	581	202
		Column Comparisons											c		
This is not important to me – don't mind if not offered		% within column	16%	16%	14%	13%	15%	13%	16%	14%	16%	15%	10%	14%	16%
		Weighted counts	20	96	108	65	83	190	159	290	37	18	7	250	102
		Column Comparisons													
This is a negative to me		% within column	8%	4%	2%	3%	2%	3%	2%	3%	1%	2%	1%	3%	3%
		Weighted counts	10	23	18	13	10	42	22	60	2	2	0	46	18
		Column Comparisons	b c												
NET: Important (T2B)		% within column	46%	48%	51%	55%	49%	53%	47%	50%	50%	56%	44%	51%	50%
		Weighted counts	57	298	395	267	267	745	472	1,014	116	69	28	906	316
		Column Comparisons					b								
Effective Column n		% within column													
		Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
		Column Comparisons													
Unweighted base			124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base			125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demo...
			Rurality
			Unkn- own
QE10b_3: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Inclusion of insurance	% within column		**
This is mandatory to me – a must have	Weighted counts		
	Column Comparisons		
	% within column		**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts		
	Column Comparisons		
	% within column		**
This is a 'nice to have', but I can live without it being offered	Weighted counts		
	Column Comparisons		
	% within column		**
This is not important to me – don't mind if not offered	Weighted counts		
	Column Comparisons		
	% within column		**
This is a negative to me	Weighted counts		
	Column Comparisons		
	% within column		**
NET: Important (T2B)	Weighted counts		
	Column Comparisons		
	% within column		
Effective Column n	Weighted counts	3	
	Column Comparisons		
Unweighted base		4	
Weighted base		5	
Columns		C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics												
QE10b_4: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive on time			Methodology			Quarter				Gender		Age			
			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	38%	44%	35%	35%	39%	39%	38%	36%	40%	42%	39%	39%	27%	
	Weighted counts	919	354	565	226	223	218	253	404	515	174	375	287	52	
	Column Comparisons	-	B								d e	d e	d e		
This is a 'great to have' – makes a difference and can sway my decision	% within column	44%	46%	43%	48%	42%	42%	43%	42%	46%	39%	43%	46%	49%	
	Weighted counts	1,065	368	697	310	239	233	283	471	594	163	416	337	93	
	Column Comparisons	-													
This is a 'nice to have', but I can live without it being offered	% within column	15%	10%	18%	16%	16%	14%	16%	19%	12%	17%	14%	14%	19%	
	Weighted counts	370	77	293	101	89	76	103	212	158	69	132	101	37	
	Column Comparisons	-		A					B						
This is not important to me – don't mind if not offered	% within column	3%	1%	4%	1%	2%	4%	3%	4%	2%	2%	3%	2%	4%	
	Weighted counts	62	5	57	8	11	24	19	42	20	8	29	12	8	
	Column Comparisons	-		A			a		b						
This is a negative to me	% within column	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%	
	Weighted counts	10	2	8	0	3	2	4	4	6	3	4	0	1	
	Column Comparisons	-													
NET: Important (T2B)	% within column	82%	90%	78%	83%	82%	82%	81%	77%	86%	81%	83%	85%	76%	
	Weighted counts	1,984	722	1,262	536	462	451	536	875	1,109	337	791	624	145	
	Column Comparisons	-	B						A		e	e	d E		
Effective Column n	% within column														
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144	
	Column Comparisons														
Unweighted base			2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base			2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_4: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive on time		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	24%	35%	39%	41%	37%	41%	33%	37%	40%	41%	39%	38%	38%
	Weighted counts	30	214	305	198	201	582	329	752	92	51	24	672	244
	Column Comparisons						B							
This is a 'great to have' – makes a difference and can sway my decision	% within column	45%	47%	43%	40%	45%	43%	46%	44%	44%	42%	48%	45%	42%
	Weighted counts	57	290	336	197	242	606	457	882	101	52	30	796	269
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	25%	15%	15%	15%	16%	13%	18%	16%	14%	14%	11%	15%	17%
	Weighted counts	31	95	116	75	84	186	181	314	31	18	7	260	108
	Column Comparisons	b c						a						
This is not important to me – don't mind if not offered	% within column	4%	2%	2%	4%	3%	2%	3%	3%	2%	2%	2%	3%	2%
	Weighted counts	6	15	15	18	14	33	26	54	5	3	1	48	14
	Column Comparisons													
This is a negative to me	% within column	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	1	4	5	0	0	6	4	9	0	1	0	7	3
	Column Comparisons													
NET: Important (T2B)	% within column	70%	82%	82%	81%	82%	84%	79%	81%	84%	83%	87%	82%	80%
	Weighted counts	87	504	642	395	442	1,188	786	1,633	193	103	54	1,468	513
	Column Comparisons						b							
Effective Column n	% within column													
	Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
	Column Comparisons													
Unweighted base		124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base		125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
QE10b_4: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive on time		Rurality Unkn-own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	3
	Column Comparisons	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
					Q1	Q2	Q3	Q4			16-24	25-44	45-64	65-74
QE10b_5: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to track the delivery		Total	CAPI	Online	2017	2017	2017	2017	Male	Female	years	years	years	years
This is mandatory to me – a must have	% within column	31%	42%	26%	28%	30%	32%	34%	29%	33%	34%	33%	31%	24%
	Weighted counts	754	340	414	183	171	176	224	329	425	141	315	229	46
	Column Comparisons	-	B								e	e	e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	44%	41%	46%	48%	45%	44%	41%	45%	44%	42%	44%	46%	48%
	Weighted counts	1,076	328	748	307	252	245	271	505	570	175	422	339	92
	Column Comparisons	-		a										
This is a 'nice to have', but I can live without it being offered	% within column	20%	13%	24%	20%	20%	19%	21%	21%	20%	21%	18%	19%	25%
	Weighted counts	490	105	385	132	112	106	140	238	252	89	173	137	47
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	4%	3%	4%	3%	4%	4%	4%	4%	3%	2%	4%	4%	3%
	Weighted counts	88	27	61	17	23	23	24	50	39	10	37	29	5
	Column Comparisons	-												
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	0%
	Weighted counts	18	6	12	5	7	3	3	11	7	2	8	4	1
	Column Comparisons	-												
NET: Important (T2B)	% within column	75%	83%	72%	76%	75%	76%	75%	74%	77%	76%	77%	77%	72%
	Weighted counts	1,829	668	1,162	491	423	421	496	834	995	316	737	568	138
	Column Comparisons	-	B								E	E	E	e
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
	Column Comparisons													
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Age	SEG				Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	
QE10b_5: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to track the delivery		% within column	18%	31%	33%	32%	28%	34%	26%	31%	27%	35%	31%	33%	27%
This is mandatory to me – a must have		Weighted counts	22	189	254	159	153	484	262	628	63	43	19	583	169
		Column Comparisons					B						b		
This is a 'great to have' – makes a difference and can sway my decision		% within column	39%	43%	44%	45%	45%	44%	46%	44%	47%	45%	45%	43%	48%
		Weighted counts	49	269	345	221	241	615	457	883	108	56	28	769	304
		Column Comparisons													
This is a 'nice to have', but I can live without it being offered		% within column	36%	21%	19%	17%	22%	18%	23%	20%	22%	16%	20%	20%	21%
		Weighted counts	44	133	151	85	121	251	233	407	51	20	12	354	135
		Column Comparisons	a B C					a							
This is not important to me – don't mind if not offered		% within column	5%	3%	3%	4%	4%	4%	4%	3%	3%	3%	3%	3%	4%
		Weighted counts	7	19	25	21	24	50	38	76	7	3	2	61	27
		Column Comparisons													
This is a negative to me		% within column	2%	2%	1%	1%	0%	1%	1%	1%	0%	1%	1%	1%	0%
		Weighted counts	3	10	4	3	1	12	6	16	1	1	0	16	2
		Column Comparisons													
NET: Important (T2B)		% within column	57%	74%	77%	78%	73%	78%	72%	75%	75%	80%	76%	76%	74%
		Weighted counts	71	457	599	379	394	1,099	719	1,511	171	99	48	1,352	473
		Column Comparisons						b							
Effective Column n		% within column													
		Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
		Column Comparisons													
Unweighted base			124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base			125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE10b_5: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to track the delivery		Demo...
		Rurality
		Unkn- own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	3
	Column Comparisons	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
QE10b_6: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to choose an express or next day service		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	19%	28%	15%	17%	19%	21%	19%	18%	20%	21%	19%	21%	13%
	Weighted counts	461	222	239	108	109	116	129	205	256	88	184	156	25
	Column Comparisons	-	B								e	e	e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	45%	52%	42%	46%	47%	45%	41%	44%	46%	45%	50%	42%	36%
	Weighted counts	1,092	418	674	300	267	251	274	498	594	187	476	311	68
	Column Comparisons	-	B									c d		
This is a 'nice to have', but I can live without it being offered	% within column	28%	18%	33%	30%	25%	25%	30%	29%	27%	28%	25%	27%	36%
	Weighted counts	671	142	529	194	139	141	198	324	346	119	237	202	69
	Column Comparisons	-		A										b
This is not important to me – don't mind if not offered	% within column	7%	3%	10%	7%	7%	8%	8%	8%	7%	5%	5%	9%	13%
	Weighted counts	180	24	156	43	41	42	55	93	86	21	50	66	25
	Column Comparisons	-		A									b	a b
This is a negative to me	% within column	1%	0%	1%	0%	2%	1%	1%	1%	1%	1%	1%	0%	2%
	Weighted counts	23	0	23	1	10	4	7	12	10	3	9	2	4
	Column Comparisons	-		a										c
NET: Important (T2B)	% within column	64%	79%	56%	63%	66%	66%	61%	62%	66%	66%	69%	63%	49%
	Weighted counts	1,553	640	913	408	376	367	403	703	850	275	660	467	93
	Column Comparisons	-	B								D E	c D E	d e	
Effective Column n	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
Unweighted base	Column Comparisons													
		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_6: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to choose an express or next day service		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	7%	19%	19%	18%	20%	21%	16%	19%	19%	19%	17%	20%	16%
	Weighted counts	8	115	149	90	107	292	164	382	45	24	10	361	100
	Column Comparisons						b							
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	47%	46%	43%	42%	49%	39%	44%	48%	50%	46%	45%	43%
	Weighted counts	49	292	362	212	226	695	391	890	111	61	29	810	277
	Column Comparisons						B							
This is a 'nice to have', but I can live without it being offered	% within column	35%	27%	27%	27%	29%	24%	32%	28%	24%	26%	30%	27%	31%
	Weighted counts	44	168	211	134	158	341	323	565	55	32	19	474	197
	Column Comparisons							A						
This is not important to me – don't mind if not offered	% within column	15%	5%	6%	10%	9%	6%	10%	8%	8%	5%	6%	7%	9%
	Weighted counts	19	32	50	50	48	78	102	152	18	6	4	124	56
	Column Comparisons	a B			a			A						
This is a negative to me	% within column	4%	2%	1%	0%	0%	0%	2%	1%	0%	0%	1%	1%	1%
	Weighted counts	5	12	8	1	2	7	16	22	0	0	0	14	8
	Column Comparisons	c						a						
NET: Important (T2B)	% within column	46%	66%	66%	62%	62%	70%	56%	63%	68%	69%	63%	66%	59%
	Weighted counts	58	407	510	303	333	987	555	1,272	156	85	39	1,171	377
	Column Comparisons						B						b	
Effective Column n	% within column													
	Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
	Column Comparisons													
Unweighted base		124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base		125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
QE10b_6: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to choose an express or next day service		Rurality
		Unkn-own
		**
This is mandatory to me – a must have	% within column	
	Weighted counts	
	Column Comparisons	
This is a 'great to have' – makes a difference and can sway my decision	% within column	**
	Weighted counts	
	Column Comparisons	
This is a 'nice to have', but I can live without it being offered	% within column	**
	Weighted counts	
	Column Comparisons	
This is not important to me – don't mind if not offered	% within column	**
	Weighted counts	
	Column Comparisons	
This is a negative to me	% within column	**
	Weighted counts	
	Column Comparisons	
NET: Important (T2B)	% within column	**
	Weighted counts	
	Column Comparisons	
Effective Column n	% within column	
	Weighted counts	3
	Column Comparisons	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
QE10b_7: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select a specific date/time for delivery		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	20%	28%	16%	18%	21%	19%	20%	19%	20%	22%	21%	21%	9%
	Weighted counts	481	229	252	118	121	107	134	218	263	94	203	152	17
	Column Comparisons	-	B								d e	d	d	
This is a 'great to have' – makes a difference and can sway my decision	% within column	49%	51%	49%	52%	50%	48%	47%	46%	52%	49%	52%	49%	47%
	Weighted counts	1,201	412	789	338	283	267	312	523	677	204	494	363	90
	Column Comparisons	-								a				
This is a 'nice to have', but I can live without it being offered	% within column	24%	16%	28%	23%	21%	26%	26%	26%	22%	23%	21%	24%	33%
	Weighted counts	581	129	452	148	121	143	169	292	289	94	200	175	63
	Column Comparisons	-		A										a b c
This is not important to me – don't mind if not offered	% within column	6%	4%	7%	6%	6%	5%	6%	7%	4%	5%	5%	6%	9%
	Weighted counts	143	30	113	40	35	27	41	85	58	21	50	45	18
	Column Comparisons	-		a					b					
This is a negative to me	% within column	1%	1%	1%	0%	1%	2%	1%	1%	0%	1%	1%	0%	1%
	Weighted counts	21	6	15	2	4	9	6	14	6	4	9	2	2
	Column Comparisons	-												
NET: Important (T2B)	% within column	69%	80%	64%	71%	72%	68%	67%	65%	73%	71%	73%	70%	56%
	Weighted counts	1,681	641	1,041	456	405	375	446	741	940	298	697	515	108
	Column Comparisons	-	B							A	d E	D E	d E	
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
	Column Comparisons													
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_7: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select a specific date/time for delivery		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	12%	20%	18%	23%	20%	21%	18%	20%	19%	18%	18%	21%	17%
	Weighted counts	14	122	140	110	108	298	177	403	44	23	11	371	109
	Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	49%	51%	48%	49%	51%	47%	49%	52%	52%	54%	50%	48%
	Weighted counts	50	303	401	233	264	724	465	984	118	64	33	893	305
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	39%	25%	23%	24%	24%	22%	27%	24%	23%	24%	23%	22%	29%
	Weighted counts	48	157	181	116	127	316	264	484	52	30	14	399	182
	Column Comparisons	a B c						a						a
This is not important to me – don't mind if not offered	% within column	7%	4%	7%	5%	7%	4%	8%	6%	6%	5%	4%	6%	5%
	Weighted counts	9	26	53	24	39	61	81	120	14	6	3	107	35
	Column Comparisons							A						
This is a negative to me	% within column	3%	2%	1%	1%	0%	1%	1%	1%	0%	1%	1%	1%	1%
	Weighted counts	3	10	4	4	2	13	8	19	1	1	0	14	7
	Column Comparisons													
NET: Important (T2B)	% within column	51%	69%	69%	70%	69%	72%	65%	69%	71%	70%	72%	71%	65%
	Weighted counts	64	425	541	344	372	1,022	642	1,387	163	87	45	1,264	413
	Column Comparisons						B						b	
Effective Column n	% within column													
	Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
	Column Comparisons													
Unweighted base		124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base		125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE10b_7: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select a specific date/time for delivery		Demo...
		Rurality
		Unkn-
		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	3
	Column Comparisons	
	% within column	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10b_8: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Fast delivery		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	27%	38%	22%	25%	28%	28%	28%	25%	29%	34%	29%	27%	13%
	Weighted counts	662	302	360	163	158	157	183	286	377	142	279	195	25
	Column Comparisons	-	B								c D e	D e	d	
This is a 'great to have' – makes a difference and can sway my decision	% within column	49%	50%	48%	51%	50%	48%	47%	48%	49%	47%	49%	51%	50%
	Weighted counts	1,180	401	779	326	281	264	308	541	639	196	468	378	96
	Column Comparisons	-									e	e		
This is a 'nice to have', but I can live without it being offered	% within column	20%	12%	24%	20%	17%	20%	21%	21%	18%	15%	17%	20%	30%
	Weighted counts	478	94	384	130	98	112	137	243	235	63	161	148	57
	Column Comparisons	-		A										A B c
This is not important to me – don't mind if not offered	% within column	4%	1%	5%	4%	4%	2%	4%	5%	3%	4%	4%	2%	5%
	Weighted counts	91	8	83	25	24	12	29	56	35	16	41	16	10
	Column Comparisons	-		A					b					
This is a negative to me	% within column	1%	0%	1%	0%	1%	1%	1%	1%	1%	0%	1%	0%	2%
	Weighted counts	15	0	15	0	3	7	5	7	8	1	7	0	4
	Column Comparisons	-		a										c
NET: Important (T2B)	% within column	76%	87%	70%	76%	78%	76%	74%	73%	79%	81%	78%	78%	63%
	Weighted counts	1,842	703	1,139	489	440	421	492	827	1,015	337	747	573	120
	Column Comparisons	-	B							a	D E	D E	D E	
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
Column Comparisons														
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QE10b_8: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Fast delivery														
This is mandatory to me – a must have	% within column	18%	25%	28%	30%	27%	29%	24%	27%	25%	29%	25%	29%	23%
	Weighted counts	22	156	214	148	144	416	240	552	58	36	16	515	147
	Column Comparisons						b						b	
This is a 'great to have' – makes a difference and can sway my decision	% within column	34%	51%	49%	47%	48%	51%	46%	48%	51%	52%	52%	48%	50%
	Weighted counts	43	316	378	228	258	718	459	966	117	64	32	856	321
	Column Comparisons						b							
This is a 'nice to have', but I can live without it being offered	% within column	39%	19%	20%	19%	21%	16%	25%	20%	21%	17%	19%	19%	22%
	Weighted counts	48	118	156	91	112	224	249	397	47	22	12	337	139
	Column Comparisons	A B C						A						
This is not important to me – don't mind if not offered	% within column	7%	4%	3%	4%	5%	3%	4%	4%	3%	2%	4%	4%	4%
	Weighted counts	8	23	25	18	25	48	40	81	6	2	2	63	28
	Column Comparisons													
This is a negative to me	% within column	2%	1%	1%	1%	0%	0%	1%	1%	0%	0%	0%	1%	1%
	Weighted counts	3	6	5	3	1	6	8	14	0	0	0	11	3
	Column Comparisons	c												
NET: Important (T2B)	% within column	52%	76%	76%	77%	74%	80%	70%	76%	77%	81%	77%	77%	73%
	Weighted counts	65	472	592	376	402	1,134	698	1,518	176	101	48	1,371	467
	Column Comparisons						B							
Effective Column n	% within column													
	Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
	Column Comparisons													
Unweighted base		124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base		125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demo...
			Rurality
			Unkn- own
QE10b_8: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Fast delivery			**
	% within column		
This is mandatory to me – a must have	Weighted counts		
	Column Comparisons		
	% within column	**	
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts		
	Column Comparisons		
	% within column	**	
This is a 'nice to have', but I can live without it being offered	Weighted counts		
	Column Comparisons		
	% within column	**	
This is not important to me – don't mind if not offered	Weighted counts		
	Column Comparisons		
	% within column	**	
This is a negative to me	Weighted counts		
	Column Comparisons		
	% within column	**	
NET: Important (T2B)	Weighted counts		
	Column Comparisons		
	% within column		
Effective Column n	Weighted counts	3	
	Column Comparisons		
Unweighted base		4	
Weighted base		5	
Columns		C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
QE10b_9: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Convenient options for me to accept the delivery		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	24%	29%	22%	23%	24%	23%	27%	22%	26%	25%	25%	27%	13%
	Weighted counts	586	237	349	145	136	127	179	252	334	103	240	197	24
	Column Comparisons	-	B								d	d	d	
This is a 'great to have' – makes a difference and can sway my decision	% within column	53%	55%	52%	54%	54%	55%	49%	51%	55%	53%	53%	54%	54%
	Weighted counts	1,280	445	835	351	306	302	322	574	706	221	506	396	103
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	20%	13%	23%	21%	19%	20%	19%	24%	16%	19%	19%	17%	29%
	Weighted counts	480	104	376	136	110	109	124	267	213	79	179	123	55
	Column Comparisons	-		A					B					a b c
This is not important to me – don't mind if not offered	% within column	3%	2%	3%	2%	2%	3%	5%	3%	3%	3%	3%	3%	4%
	Weighted counts	70	17	53	13	11	14	32	36	34	11	26	20	7
	Column Comparisons	-						a b						
This is a negative to me	% within column	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%
	Weighted counts	10	3	7	0	3	1	6	3	6	3	4	1	1
	Column Comparisons	-												
NET: Important (T2B)	% within column	77%	85%	73%	77%	78%	77%	76%	73%	80%	78%	78%	80%	67%
	Weighted counts	1,866	682	1,184	496	441	428	501	826	1,040	324	746	593	128
	Column Comparisons	-	B							A	d e	d E	D E	
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
Column Comparisons														
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_9: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Convenient options for me to accept the delivery		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	18%	24%	26%	22%	25%	26%	22%	24%	22%	27%	24%	26%	19%
	Weighted counts	22	146	201	106	134	365	216	488	50	33	15	462	123
	Column Comparisons						b						b	
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	53%	51%	56%	52%	54%	51%	53%	56%	51%	53%	52%	55%
	Weighted counts	53	329	396	273	281	763	512	1,056	128	63	33	926	352
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	34%	20%	20%	19%	21%	17%	23%	20%	20%	18%	22%	19%	23%
	Weighted counts	43	123	152	93	112	240	234	397	47	23	14	334	144
	Column Comparisons	a B C						A						
This is not important to me – don't mind if not offered	% within column	5%	3%	3%	3%	2%	3%	3%	3%	2%	3%	1%	3%	3%
	Weighted counts	6	17	25	15	13	39	30	62	4	4	0	53	17
	Column Comparisons													
This is a negative to me	% within column	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%
	Weighted counts	1	4	5	1	0	6	4	8	0	1	0	8	2
	Column Comparisons													
NET: Important (T2B)	% within column	60%	77%	77%	78%	77%	80%	73%	77%	78%	78%	77%	78%	74%
	Weighted counts	75	474	597	380	415	1,128	728	1,544	179	96	48	1,388	474
	Column Comparisons						B							
Effective Column n	% within column													
	Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
	Column Comparisons													
Unweighted base		124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base		125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
QE10b_9: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Convenient options for me to accept the delivery		Rurality Unkn- own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	3
	Column Comparisons	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
QE10b_10: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive intact		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	61%	66%	58%	62%	59%	61%	62%	58%	64%	61%	61%	64%	54%
	Weighted counts	1,478	535	944	400	331	338	410	654	825	253	580	475	103
	Column Comparisons	-	B							a				
This is a 'great to have' – makes a difference and can sway my decision	% within column	29%	29%	29%	29%	33%	29%	26%	30%	29%	28%	27%	31%	32%
	Weighted counts	704	237	467	184	184	161	174	335	370	117	260	225	61
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	8%	4%	9%	8%	6%	7%	9%	9%	7%	9%	8%	4%	12%
	Weighted counts	185	32	153	51	34	40	60	98	87	37	79	32	23
	Column Comparisons	-		A							c	c		c
This is not important to me – don't mind if not offered	% within column	2%	0%	3%	1%	2%	1%	2%	3%	1%	2%	3%	1%	1%
	Weighted counts	43	2	41	8	11	8	15	36	7	6	28	5	3
	Column Comparisons	-		A					B			c		
This is a negative to me	% within column	1%	0%	1%	0%	1%	1%	0%	1%	0%	1%	1%	0%	0%
	Weighted counts	15	1	14	1	5	6	3	11	4	4	9	1	1
	Column Comparisons	-		a										
NET: Important (T2B)	% within column	90%	96%	87%	91%	91%	90%	88%	87%	92%	89%	88%	95%	86%
	Weighted counts	2,183	772	1,411	584	515	499	584	989	1,194	370	840	700	165
	Column Comparisons	-	B							A			a B D e	
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
	Column Comparisons													
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_10: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive intact		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	54%	61%	65%	57%	59%	62%	59%	60%	67%	63%	67%	61%	62%
	Weighted counts	68	375	502	280	321	881	589	1,205	153	78	42	1,080	397
	Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision	% within column	33%	28%	26%	32%	31%	28%	31%	30%	27%	26%	25%	30%	28%
	Weighted counts	41	176	206	156	167	389	313	595	61	32	16	527	176
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	12%	7%	8%	8%	8%	8%	8%	8%	6%	8%	7%	7%	9%
	Weighted counts	15	44	59	39	43	108	78	157	14	10	4	130	54
	Column Comparisons	c												
This is not important to me – don't mind if not offered	% within column	1%	2%	1%	2%	1%	2%	1%	2%	0%	2%	1%	2%	1%
	Weighted counts	1	15	9	12	8	25	11	39	1	2	0	35	7
	Column Comparisons													
This is a negative to me	% within column	0%	1%	0%	0%	0%	1%	0%	1%	0%	1%	1%	1%	0%
	Weighted counts	0	9	2	1	2	10	4	13	0	1	0	12	3
	Column Comparisons													
NET: Important (T2B)	% within column	88%	89%	91%	89%	90%	90%	91%	90%	93%	89%	92%	90%	90%
	Weighted counts	109	550	709	436	488	1,269	902	1,801	214	111	57	1,606	573
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
	Column Comparisons													
Unweighted base		124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base		125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
QE10b_10: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guarantee that the parcel will arrive intact		Rurality Unkn-own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	3
	Column Comparisons	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
QE10b_11: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select an evening/ weekend delivery		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	14%	21%	11%	15%	16%	12%	14%	13%	15%	16%	15%	16%	4%
	Weighted counts	349	169	179	96	93	67	93	150	199	67	146	119	8
	Column Comparisons	-	B								D e	D e	D e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	49%	40%	41%	46%	43%	41%	41%	44%	42%	49%	41%	31%
	Weighted counts	1,037	394	642	266	258	238	275	465	572	175	468	301	60
	Column Comparisons	-	B								d e	a c D E	d e	
This is a 'nice to have', but I can live without it being offered	% within column	29%	21%	33%	28%	28%	32%	29%	30%	28%	33%	26%	29%	39%
	Weighted counts	710	172	538	181	159	174	195	343	367	138	244	216	74
	Column Comparisons	-		A										b
This is not important to me – don't mind if not offered	% within column	12%	8%	15%	15%	9%	12%	13%	14%	11%	8%	10%	13%	22%
	Weighted counts	300	64	236	94	49	67	89	161	139	34	91	94	42
	Column Comparisons	-		A	b				b					A B c
This is a negative to me	% within column	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	4%
	Weighted counts	31	7	24	7	6	7	11	14	16	4	6	6	7
	Column Comparisons	-												a b c
NET: Important (T2B)	% within column	57%	70%	51%	56%	62%	55%	55%	54%	60%	58%	64%	57%	35%
	Weighted counts	1,386	564	822	363	351	304	368	615	770	242	615	421	67
	Column Comparisons	-	B							a	D E	c D E	D E	
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
	Column Comparisons													
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics												
			Age	SEG			Working status		UK nation				Rurality		
QE10b_11: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select an evening/ weekend delivery			75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	7%	15%	13%	15%	15%	17%	11%	14%	14%	16%	13%	15%	14%	
	Weighted counts	9	92	103	73	81	236	109	288	33	20	8	262	87	
	Column Comparisons						B								
This is a 'great to have' – makes a difference and can sway my decision	% within column	26%	43%	43%	45%	39%	47%	36%	43%	44%	39%	48%	44%	38%	
	Weighted counts	33	269	336	220	212	666	362	858	100	49	30	790	243	
	Column Comparisons						B								
This is a 'nice to have', but I can live without it being offered	% within column	30%	26%	33%	28%	29%	27%	33%	29%	30%	31%	31%	29%	31%	
	Weighted counts	38	163	254	135	158	376	331	584	68	39	19	511	198	
	Column Comparisons							a							
This is not important to me – don't mind if not offered	% within column	30%	14%	10%	10%	16%	9%	18%	12%	13%	12%	8%	11%	16%	
	Weighted counts	38	84	80	48	87	124	175	251	29	15	5	198	100	
	Column Comparisons	A B C				b c		A						a	
This is a negative to me	% within column	6%	2%	1%	2%	0%	1%	2%	1%	0%	1%	0%	1%	1%	
	Weighted counts	8	11	6	12	2	11	20	29	0	1	0	22	9	
	Column Comparisons	a B C						a							
NET: Important (T2B)	% within column	33%	58%	56%	60%	54%	64%	47%	57%	58%	56%	61%	59%	52%	
	Weighted counts	41	360	439	293	293	902	470	1,146	133	69	38	1,052	330	
	Column Comparisons						B						b		
Effective Column n	% within column														
	Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575	
	Column Comparisons														
Unweighted base			124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base			125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE10b_11: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to select an evening/ weekend delivery		Demo...
		Rurality
		Unkn-
		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	3
	Column Comparisons	
	% within column	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10b_12: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof of postage/dispatch		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	35%	42%	31%	31%	39%	33%	36%	31%	37%	37%	36%	35%	28%
	Weighted counts	839	342	497	197	220	184	237	355	484	156	341	261	54
	Column Comparisons	-	B			a				a	e	e	e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	40%	38%	40%	43%	38%	42%	36%	39%	40%	38%	39%	41%	40%
	Weighted counts	962	307	655	280	212	231	239	442	521	158	371	305	76
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	21%	16%	23%	23%	17%	19%	22%	23%	18%	21%	19%	19%	27%
	Weighted counts	498	128	370	147	96	107	148	259	239	87	186	137	52
	Column Comparisons	-		A					b					
This is not important to me – don't mind if not offered	% within column	4%	3%	5%	3%	5%	4%	5%	5%	3%	3%	5%	5%	4%
	Weighted counts	105	27	78	19	27	24	35	61	44	12	45	33	8
	Column Comparisons	-							b					
This is a negative to me	% within column	1%	0%	1%	0%	2%	1%	0%	1%	0%	1%	1%	0%	0%
	Weighted counts	22	2	19	3	10	7	2	17	5	4	13	1	1
	Column Comparisons	-							b					
NET: Important (T2B)	% within column	74%	81%	71%	74%	77%	75%	72%	70%	78%	75%	74%	77%	68%
	Weighted counts	1,802	649	1,152	477	432	415	477	796	1,005	314	712	566	130
	Column Comparisons	-	B							A				
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
	Column Comparisons													
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Age	SEG				Working status		UK nation				Rurality		
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QE10b_12: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof of postage/dispatch		% within column	22%	31%	34%	40%	35%	36%	33%	35%	32%	40%	34%	36%	32%
This is mandatory to me – a must have		Weighted counts	27	189	265	196	189	508	327	695	73	50	21	634	205
		Column Comparisons			a										
This is a 'great to have' – makes a difference and can sway my decision		% within column	42%	42%	39%	38%	40%	39%	41%	39%	42%	39%	43%	39%	42%
		Weighted counts	52	260	303	185	215	553	404	790	97	48	27	692	267
		Column Comparisons													
This is a 'nice to have', but I can live without it being offered		% within column	29%	21%	22%	17%	21%	20%	22%	21%	21%	17%	22%	20%	21%
		Weighted counts	36	132	174	81	111	278	217	415	49	21	14	361	134
		Column Comparisons													
This is not important to me – don't mind if not offered		% within column	5%	4%	4%	4%	4%	5%	4%	5%	4%	4%	1%	4%	4%
		Weighted counts	6	27	34	20	24	65	40	91	9	4	1	78	27
		Column Comparisons													
This is a negative to me		% within column	2%	2%	0%	1%	0%	1%	1%	1%	1%	1%	0%	1%	1%
		Weighted counts	2	11	3	6	2	8	7	19	1	1	0	18	4
		Column Comparisons													
NET: Important (T2B)		% within column	64%	73%	73%	78%	75%	75%	73%	74%	74%	79%	77%	74%	74%
		Weighted counts	79	449	568	381	404	1,061	731	1,485	170	98	48	1,326	472
		Column Comparisons													
Effective Column n		% within column													
		Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
		Column Comparisons													
Unweighted base			124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base			125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QE10b_12: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof of postage/dispatch		**
	% within column	
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	3
	Column Comparisons	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10b_13: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guaranteed delivery to my door		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	50%	61%	44%	47%	47%	56%	50%	48%	52%	52%	47%	55%	46%
	Weighted counts	1,208	489	719	305	264	307	332	542	666	218	447	402	88
	Column Comparisons	-	B				a b							
This is a 'great to have' – makes a difference and can sway my decision	% within column	37%	33%	38%	42%	37%	32%	34%	35%	38%	34%	36%	36%	38%
	Weighted counts	886	268	618	270	211	178	227	398	487	143	347	269	73
	Column Comparisons	-		a	c d									
This is a 'nice to have', but I can live without it being offered	% within column	11%	6%	14%	9%	13%	10%	13%	13%	10%	11%	13%	8%	12%
	Weighted counts	272	47	225	61	71	56	83	148	124	47	126	60	22
	Column Comparisons	-		A					b			c		
This is not important to me – don't mind if not offered	% within column	2%	0%	3%	1%	3%	2%	3%	3%	1%	2%	3%	1%	3%
	Weighted counts	54	1	52	8	16	12	18	40	14	6	33	6	7
	Column Comparisons	-		A					B			c		
This is a negative to me	% within column	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	6	1	6	2	3	0	2	5	2	2	3	0	1
	Column Comparisons	-												
NET: Important (T2B)	% within column	86%	94%	83%	89%	84%	88%	84%	83%	89%	87%	83%	91%	84%
	Weighted counts	2,094	757	1,337	575	474	485	560	941	1,153	361	794	671	161
	Column Comparisons	-	B							A			B	
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
	Column Comparisons													
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Age	SEG			Working status		UK nation				Rurality			
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QE10b_13: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guaranteed delivery to my door		% within column	42%	45%	51%	51%	53%	50%	50%	49%	55%	48%	49%	51%	48%
This is mandatory to me – a must have		Weighted counts	53	278	395	251	284	700	498	993	125	59	31	901	303
		Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision		% within column	43%	40%	37%	34%	35%	36%	37%	36%	38%	38%	39%	36%	39%
		Weighted counts	54	245	285	167	188	514	367	727	87	47	24	640	245
		Column Comparisons													
This is a 'nice to have', but I can live without it being offered		% within column	13%	12%	11%	11%	10%	11%	11%	12%	7%	13%	10%	11%	12%
		Weighted counts	16	73	87	56	56	159	110	233	16	16	6	197	74
		Column Comparisons													
This is not important to me – don't mind if not offered		% within column	2%	3%	1%	3%	2%	3%	2%	3%	0%	1%	1%	2%	2%
		Weighted counts	2	20	9	13	11	36	18	51	1	1	1	40	13
		Column Comparisons													
This is a negative to me		% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%
		Weighted counts	0	3	2	2	0	3	3	5	0	1	1	5	1
		Column Comparisons													
NET: Important (T2B)		% within column	86%	85%	87%	86%	88%	86%	87%	86%	92%	86%	88%	86%	86%
		Weighted counts	107	523	680	418	473	1,214	865	1,721	212	106	55	1,541	549
		Column Comparisons									a c				
Effective Column n		% within column													
		Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
		Column Comparisons													
Unweighted base			124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base			125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns			E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QE10b_13: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Guaranteed delivery to my door		**
		% within column
This is mandatory to me – a must have		Weighted counts
		Column Comparisons
		% within column
This is a 'great to have' – makes a difference and can sway my decision		**
		Weighted counts
		Column Comparisons
		% within column
This is a 'nice to have', but I can live without it being offered		**
		Weighted counts
		Column Comparisons
		% within column
This is not important to me – don't mind if not offered		**
		Weighted counts
		Column Comparisons
		% within column
This is a negative to me		**
		Weighted counts
		Column Comparisons
		% within column
NET: Important (T2B)		**
		Weighted counts
		Column Comparisons
		% within column
Effective Column n		3
		Weighted counts
		Column Comparisons
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QE10b_14: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Availability of nearby collection points in case of failed delivery		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	23%	33%	18%	22%	23%	24%	23%	22%	24%	22%	25%	25%	13%
	Weighted counts	553	266	287	140	128	131	154	245	309	91	239	187	25
	Column Comparisons	-	B								d e	d e	d e	
This is a 'great to have' – makes a difference and can sway my decision	% within column	45%	45%	44%	49%	45%	44%	41%	41%	48%	44%	48%	45%	37%
	Weighted counts	1,084	366	718	317	252	241	273	469	615	184	455	329	71
	Column Comparisons	-								a				
This is a 'nice to have', but I can live without it being offered	% within column	23%	16%	26%	21%	23%	21%	26%	26%	20%	25%	20%	20%	33%
	Weighted counts	553	132	421	135	132	117	169	294	259	105	194	148	64
	Column Comparisons	-		A					b					b c
This is not important to me – don't mind if not offered	% within column	7%	4%	8%	5%	6%	9%	8%	8%	6%	7%	6%	7%	11%
	Weighted counts	170	34	136	34	37	47	53	96	75	30	53	52	21
	Column Comparisons	-		A					b					
This is a negative to me	% within column	3%	1%	4%	3%	3%	3%	2%	3%	3%	2%	2%	3%	5%
	Weighted counts	66	8	58	19	16	16	14	30	36	7	15	21	10
	Column Comparisons	-		a										b
NET: Important (T2B)	% within column	67%	78%	62%	71%	67%	67%	64%	63%	71%	66%	73%	70%	50%
	Weighted counts	1,637	632	1,005	457	381	373	426	713	924	275	694	515	96
	Column Comparisons	-	B							A	d E	a D E	D E	
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
	Column Comparisons													
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_14: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Availability of nearby collection points in case of failed delivery		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	10%	21%	24%	27%	21%	26%	19%	23%	23%	29%	20%	24%	18%
	Weighted counts	13	127	184	130	112	360	190	452	52	36	12	435	117
	Column Comparisons						b						b	
This is a 'great to have' – makes a difference and can sway my decision	% within column	36%	46%	46%	42%	43%	46%	43%	44%	49%	46%	52%	45%	44%
	Weighted counts	44	285	361	205	232	655	425	882	112	57	32	803	279
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	33%	22%	22%	23%	25%	22%	24%	24%	20%	17%	21%	22%	25%
	Weighted counts	41	136	168	112	137	304	243	473	46	21	13	389	162
	Column Comparisons	b c												
This is not important to me – don't mind if not offered	% within column	11%	9%	6%	6%	9%	5%	10%	7%	6%	5%	6%	7%	8%
	Weighted counts	14	53	43	27	47	73	97	146	13	7	3	117	53
	Column Comparisons							A						
This is a negative to me	% within column	10%	3%	3%	3%	2%	1%	4%	3%	2%	3%	1%	2%	4%
	Weighted counts	12	17	22	15	12	20	42	56	5	4	1	39	27
	Column Comparisons	A B c						A						a
NET: Important (T2B)	% within column	46%	67%	70%	69%	64%	72%	62%	66%	72%	75%	72%	69%	62%
	Weighted counts	57	413	546	335	344	1,015	615	1,335	165	93	45	1,238	395
	Column Comparisons						B						b	
Effective Column n	% within column													
	Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
	Column Comparisons													
Unweighted base		124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base		125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE10b_14: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Availability of nearby collection points in case of failed delivery		Demo...
		Rurality
		Unkn-
		own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	3
	Column Comparisons	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Demographics														
QE10b_15: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	28%	36%	24%	25%	26%	27%	32%	24%	31%	27%	26%	32%	24%
	Weighted counts	677	292	384	163	150	151	214	277	399	111	253	233	46
	Column Comparisons	-	B							a				
This is a 'great to have' – makes a difference and can sway my decision	% within column	46%	47%	46%	49%	49%	46%	42%	45%	48%	47%	47%	47%	43%
	Weighted counts	1,125	380	745	317	274	256	278	504	621	195	450	345	83
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	18%	12%	21%	18%	18%	19%	18%	21%	15%	19%	19%	15%	22%
	Weighted counts	440	95	345	119	102	102	117	241	199	79	181	111	42
	Column Comparisons	-		A					b					
This is not important to me – don't mind if not offered	% within column	5%	4%	5%	3%	5%	5%	5%	6%	4%	5%	4%	4%	8%
	Weighted counts	111	30	82	22	28	25	36	65	46	21	39	29	16
	Column Comparisons	-							b					
This is a negative to me	% within column	3%	1%	4%	4%	2%	3%	3%	4%	2%	3%	4%	3%	3%
	Weighted counts	72	9	63	24	12	19	18	45	27	11	34	20	5
	Column Comparisons	-		A					b					
NET: Important (T2B)	% within column	74%	83%	70%	74%	75%	74%	74%	69%	79%	73%	73%	78%	67%
	Weighted counts	1,802	672	1,130	480	424	407	491	782	1,020	306	702	578	128
	Column Comparisons	-	B							A			d	
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
Unweighted base	Column Comparisons													
		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_15: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	27%	29%	27%	25%	31%	27%	29%	27%	28%	34%	30%	27%	30%
	Weighted counts	34	178	208	122	168	387	285	551	65	42	18	484	190
	Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision	% within column	43%	45%	48%	50%	42%	48%	44%	46%	51%	44%	47%	47%	46%
	Weighted counts	53	279	377	243	226	684	438	926	116	54	29	831	292
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	22%	18%	19%	18%	17%	17%	20%	18%	17%	16%	18%	18%	20%
	Weighted counts	28	111	148	89	92	238	198	371	39	20	11	316	124
	Column Comparisons													
This is not important to me – don't mind if not offered	% within column	6%	5%	4%	5%	6%	4%	5%	5%	4%	3%	3%	5%	3%
	Weighted counts	7	28	28	22	33	63	48	97	8	4	2	93	19
	Column Comparisons													
This is a negative to me	% within column	2%	4%	2%	2%	4%	3%	3%	3%	1%	3%	3%	3%	2%
	Weighted counts	2	22	17	12	21	40	26	65	2	3	2	60	13
	Column Comparisons													
NET: Important (T2B)	% within column	70%	74%	75%	75%	73%	76%	73%	73%	79%	78%	77%	74%	76%
	Weighted counts	88	458	585	365	394	1,071	724	1,477	181	97	48	1,315	482
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
	Column Comparisons													
Unweighted base		124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base		125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
QE10b_15: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery		Rurality Unkn- own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	3
	Column Comparisons	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QE10b_16: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Option to reschedule if I am unable to take the delivery	% within column	28%	36%	25%	26%	26%	29%	33%	26%	31%	30%	29%	30%	24%
	Weighted counts	690	293	397	166	145	163	216	293	397	124	280	219	47
	Column Comparisons	-	B							a	e	e	e	
This is mandatory to me – a must have	% within column	46%	43%	47%	49%	47%	43%	44%	43%	49%	43%	45%	48%	46%
	Weighted counts	1,110	345	765	318	264	237	291	482	628	181	435	352	87
	Column Comparisons	-								a				
This is a 'great to have' – makes a difference and can sway my decision	% within column	21%	16%	23%	21%	23%	22%	17%	25%	16%	22%	20%	18%	26%
	Weighted counts	499	131	369	133	127	124	116	287	213	92	190	131	49
	Column Comparisons	-		a					B					
This is a 'nice to have', but I can live without it being offered	% within column	4%	4%	4%	4%	4%	4%	5%	5%	4%	5%	4%	4%	3%
	Weighted counts	106	34	73	26	24	21	35	59	47	19	41	31	7
	Column Comparisons	-												
This is not important to me – don't mind if not offered	% within column	1%	0%	1%	0%	1%	2%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	20	4	16	3	4	9	5	11	9	2	10	4	1
	Column Comparisons	-												
This is a negative to me	% within column	74%	79%	72%	75%	73%	72%	77%	68%	79%	73%	75%	77%	70%
	Weighted counts	1,800	638	1,163	483	410	400	507	776	1,025	304	715	570	134
	Column Comparisons	-	B							A		e	e	
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
	Column Comparisons													
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_16: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Option to reschedule if I am unable to take the delivery		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	17%	25%	32%	30%	26%	31%	26%	28%	30%	31%	24%	29%	26%
	Weighted counts	21	157	247	145	141	432	257	568	69	38	15	526	165
	Column Comparisons						b							
This is a 'great to have' – makes a difference and can sway my decision	% within column	45%	48%	43%	44%	49%	45%	47%	45%	46%	43%	58%	45%	49%
	Weighted counts	56	298	332	217	264	629	472	914	106	54	36	796	310
	Column Comparisons											c		
This is a 'nice to have', but I can live without it being offered	% within column	30%	21%	21%	20%	20%	20%	22%	21%	20%	22%	15%	20%	21%
	Weighted counts	38	127	165	97	111	279	217	418	46	27	9	364	133
	Column Comparisons	c												
This is not important to me – don't mind if not offered	% within column	7%	4%	4%	5%	4%	4%	4%	5%	3%	4%	3%	5%	4%
	Weighted counts	9	27	33	24	22	60	42	93	7	4	2	81	25
	Column Comparisons													
This is a negative to me	% within column	1%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	1	9	3	5	2	13	7	17	1	1	0	16	4
	Column Comparisons													
NET: Important (T2B)	% within column	61%	74%	74%	74%	75%	75%	73%	74%	76%	74%	82%	74%	75%
	Weighted counts	76	455	579	362	405	1,061	729	1,482	175	92	51	1,322	475
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
	Column Comparisons													
Unweighted base		124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base		125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
QE10b_16: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Option to reschedule if I am unable to take the delivery		Rurality
		Unkn-own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	3
	Column Comparisons	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
QE10b_17: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to provide a specific time slot or SMS notification of delivery time		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
This is mandatory to me – a must have	% within column	16%	21%	13%	14%	18%	16%	16%	14%	17%	17%	16%	17%	10%
	Weighted counts	386	170	216	91	100	86	108	160	226	72	153	125	19
	Column Comparisons	-	B											
This is a 'great to have' – makes a difference and can sway my decision	% within column	51%	56%	49%	53%	51%	50%	50%	48%	53%	50%	53%	53%	49%
	Weighted counts	1,241	451	790	341	291	279	330	549	691	209	503	393	94
	Column Comparisons	-	b							a	e	e	E	e
This is a 'nice to have', but I can live without it being offered	% within column	25%	17%	29%	25%	22%	26%	26%	27%	23%	26%	24%	22%	27%
	Weighted counts	602	140	462	163	126	143	170	306	296	107	225	164	52
	Column Comparisons	-		A					b					
This is not important to me – don't mind if not offered	% within column	7%	5%	8%	7%	7%	6%	7%	9%	5%	6%	6%	7%	12%
	Weighted counts	167	43	124	47	39	32	48	99	68	27	59	50	22
	Column Comparisons	-							b					
This is a negative to me	% within column	1%	0%	2%	0%	2%	2%	1%	2%	1%	0%	2%	1%	2%
	Weighted counts	29	1	28	2	8	12	6	18	11	2	16	6	3
	Column Comparisons	-		a			a							
NET: Important (T2B)	% within column	67%	77%	62%	67%	69%	66%	66%	63%	71%	67%	69%	70%	59%
	Weighted counts	1,627	621	1,006	432	391	365	438	709	918	281	656	518	113
	Column Comparisons	-	B							A	e	E	d E	
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
	Column Comparisons													
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_17: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to provide a specific time slot or SMS notification of delivery time		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	14%	16%	17%	15%	16%	15%	16%	16%	19%	18%	13%	17%	14%
	Weighted counts	17	98	129	75	85	218	163	312	44	22	8	297	88
	Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision	% within column	34%	49%	52%	53%	52%	55%	47%	51%	51%	47%	52%	52%	48%
	Weighted counts	42	301	401	260	278	771	466	1,031	118	59	33	929	309
	Column Comparisons						b							
This is a 'nice to have', but I can live without it being offered	% within column	43%	29%	24%	22%	24%	23%	28%	25%	25%	28%	28%	23%	29%
	Weighted counts	54	180	183	107	132	323	275	494	57	34	17	417	184
	Column Comparisons	a B C d					a							
This is not important to me – don't mind if not offered	% within column	7%	5%	7%	8%	8%	6%	8%	7%	4%	7%	5%	7%	8%
	Weighted counts	9	33	53	40	42	85	82	146	10	9	3	117	51
	Column Comparisons													
This is a negative to me	% within column	2%	1%	2%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%
	Weighted counts	2	7	12	6	3	15	10	27	0	1	1	23	6
	Column Comparisons													
NET: Important (T2B)	% within column	48%	64%	68%	69%	67%	70%	63%	67%	71%	65%	66%	69%	62%
	Weighted counts	59	399	530	335	363	990	629	1,343	162	80	41	1,226	397
	Column Comparisons						b						b	
Effective Column n	% within column													
	Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
	Column Comparisons													
Unweighted base		124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base		125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
QE10b_17: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Ability to provide a specific time slot or SMS notification of delivery time		Rurality Unkn- own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	3
	Column Comparisons	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
					Q1	Q2	Q3	Q4			16-24	25-44	45-64	65-74
		Total	CAPI	Online	2017	2017	2017	2017	Male	Female	years	years	years	years
This is mandatory to me – a must have	% within column	39%	43%	37%	39%	34%	43%	40%	36%	42%	35%	39%	44%	38%
	Weighted counts	948	343	605	252	190	238	268	403	545	145	369	322	72
	Column Comparisons	-	b				b			a				
This is a 'great to have' – makes a difference and can sway my decision	% within column	38%	40%	37%	40%	42%	36%	35%	39%	37%	40%	41%	37%	36%
	Weighted counts	929	323	606	257	238	199	235	447	482	167	388	270	69
	Column Comparisons	-												
This is a 'nice to have', but I can live without it being offered	% within column	18%	13%	20%	18%	20%	16%	17%	19%	16%	21%	16%	15%	21%
	Weighted counts	426	105	321	113	111	88	113	214	212	86	149	110	39
	Column Comparisons	-		A										
This is not important to me – don't mind if not offered	% within column	4%	4%	4%	3%	4%	3%	6%	5%	3%	4%	4%	4%	4%
	Weighted counts	97	30	68	19	20	18	40	52	45	16	38	28	9
	Column Comparisons	-												
This is a negative to me	% within column	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%
	Weighted counts	26	6	20	3	5	10	7	17	9	3	13	6	2
	Column Comparisons	-												
NET: Important (T2B)	% within column	77%	83%	75%	79%	76%	79%	76%	75%	79%	75%	79%	80%	74%
	Weighted counts	1,877	665	1,211	509	429	437	502	849	1,027	312	756	593	141
	Column Comparisons	-	B							a	e	E	E	
Effective Column n	% within column													
	Weighted counts	1,832	432	1,400	481	419	424	508	799	1,033	305	750	543	144
Column Comparisons														
Unweighted base		2,488	587	1,901	653	569	576	690	1,085	1,403	414	1,018	737	195
Weighted base		2,426	806	1,620	645	565	553	663	1,133	1,293	417	956	737	191
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QE10b_18: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof and details of delivery receipt sent to me if someone else receives it		75+ years	AB	C1	C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural
This is mandatory to me – a must have	% within column	32%	37%	38%	42%	41%	40%	37%	39%	38%	42%	45%	39%	38%
	Weighted counts	40	229	295	204	219	568	373	781	88	52	28	702	245
	Column Comparisons													
This is a 'great to have' – makes a difference and can sway my decision	% within column	28%	38%	40%	37%	38%	40%	37%	38%	41%	36%	35%	39%	37%
	Weighted counts	35	233	311	181	204	558	369	767	95	45	22	689	237
	Column Comparisons													
This is a 'nice to have', but I can live without it being offered	% within column	33%	19%	17%	17%	17%	15%	20%	18%	18%	18%	16%	17%	20%
	Weighted counts	42	116	136	82	93	218	204	353	41	22	10	300	124
	Column Comparisons	a B C						a						
This is not important to me – don't mind if not offered	% within column	5%	5%	4%	4%	4%	4%	4%	4%	2%	3%	2%	4%	4%
	Weighted counts	6	28	31	18	19	55	42	87	5	4	2	69	28
	Column Comparisons													
This is a negative to me	% within column	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%
	Weighted counts	2	11	6	4	5	14	8	22	1	2	1	23	3
	Column Comparisons													
NET: Important (T2B)	% within column	60%	75%	78%	79%	78%	80%	74%	77%	79%	78%	80%	78%	76%
	Weighted counts	75	463	606	385	423	1,126	742	1,548	182	97	50	1,391	482
	Column Comparisons						b							
Effective Column n	% within column													
	Weighted counts	91	478	590	343	420	1,034	787	1,132	272	227	201	1,254	575
	Column Comparisons													
Unweighted base		124	649	802	466	571	1,404	1,069	1,537	370	308	273	1,703	781
Weighted base		125	618	779	488	540	1,413	996	2,010	229	124	62	1,783	637
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
QE10b_18: List of factors people consider when choosing delivery for letters/parcels THEY will receive... Proof and details of delivery receipt sent to me if someone else receives it		Rurality
		Unkn-own
	% within column	**
This is mandatory to me – a must have	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'great to have' – makes a difference and can sway my decision	Weighted counts	
	Column Comparisons	
	% within column	**
This is a 'nice to have', but I can live without it being offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is not important to me – don't mind if not offered	Weighted counts	
	Column Comparisons	
	% within column	**
This is a negative to me	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Important (T2B)	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	3
	Column Comparisons	
Unweighted base		4
Weighted base		5
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		Methodology			Quarter				Gender		Age		
QE10c: When you receive post or parcels in the mail, do you normally...		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years
Open everything on the same day it is received	% within column	87%	87%	87%	88%	90%	85%	86%	86%	88%	85%	81%	88%
	Weighted counts	5,129	2,208	2,921	1,298	1,310	1,206	1,315	2,477	2,652	704	1,585	1,664
	Column Comparisons	-				c d				a			B
Open only the things that look important on the same day	% within column	9%	10%	8%	8%	6%	11%	9%	9%	8%	8%	13%	8%
	Weighted counts	509	256	253	119	90	159	140	259	250	69	249	152
	Column Comparisons	-	b				a B	b			d E	a C D E	d E
Open only parcels on the same day	% within column	2%	1%	3%	2%	2%	2%	2%	3%	2%	4%	4%	2%
	Weighted counts	137	27	110	32	34	34	37	84	53	31	72	29
	Column Comparisons	-		A					b		c d E	C D E	
Put things I've received aside until I have time to open them	% within column	2%	2%	2%	2%	2%	2%	3%	2%	2%	3%	2%	2%
	Weighted counts	120	44	77	29	23	25	43	68	52	22	39	41
	Column Comparisons	-											
NET: Not open everything on the day it is received	% within column	13%	13%	13%	12%	10%	15%	14%	14%	12%	15%	19%	12%
	Weighted counts	766	327	439	180	147	219	220	411	355	122	360	223
	Column Comparisons	-					b	b	b		D E	C D E	D E
Effective Column n	% within column												
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300
	Column Comparisons												
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886
Columns		A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		Age		SEG				Working status		UK nation			
		65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland
QE10c: When you receive post or parcels in the mail, do you normally...		94%	96%	87%	87%	87%	88%	84%	91%	87%	90%	86%	90%
Open everything on the same day it is received		645	532	1,204	1,505	1,100	1,320	2,558	2,548	4,291	426	253	158
		A B C	A B C						A				
Open only the things that look important on the same day		4%	2%	9%	9%	8%	8%	11%	6%	9%	6%	9%	7%
		29	9	120	159	106	124	333	174	444	27	26	12
		e						B					
Open only parcels on the same day		1%	0%	2%	2%	3%	2%	3%	1%	2%	2%	3%	2%
		4	1	29	36	37	35	93	39	117	8	8	3
								B					
Put things I've received aside until I have time to open them		1%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%
		6	11	36	35	22	27	63	54	100	10	7	4
NET: Not open everything on the day it is received		6%	4%	13%	13%	13%	12%	16%	9%	13%	10%	14%	10%
		39	22	186	230	165	186	489	267	661	45	41	18
								B					
Effective Column n		476	365	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498
Unweighted base		670	513	1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701
Weighted base		684	554	1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177
Columns		D	E	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics		
		Rurality		
		Urban	Rural	Unknown
QE10c: When you receive post or parcels in the mail, do you normally...				
Open everything on the same day it is received	<i>% within column</i>	86%	90%	**
	<i>Weighted counts</i>	3,780	1,338	
	<i>Column Comparisons</i>		a	
Open only the things that look important on the same day	<i>% within column</i>	9%	6%	**
	<i>Weighted counts</i>	412	95	
	<i>Column Comparisons</i>	b		
Open only parcels on the same day	<i>% within column</i>	2%	2%	**
	<i>Weighted counts</i>	106	30	
	<i>Column Comparisons</i>			
Put things I've received aside until I have time to open them	<i>% within column</i>	2%	2%	**
	<i>Weighted counts</i>	93	25	
	<i>Column Comparisons</i>			
NET: Not open everything on the day it is received	<i>% within column</i>	14%	10%	**
	<i>Weighted counts</i>	612	150	
	<i>Column Comparisons</i>	b		
Effective Column n	<i>% within column</i>			
	<i>Weighted counts</i>	2,847	1,251	9
	<i>Column Comparisons</i>			
Unweighted base		4,004	1,760	12
Weighted base		4,392	1,489	14
Columns		A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f, g... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics																	
			Method- ology			Quarter				Gender		Age					SEG			
					Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
QE10d: You say you don't open everything on the day it was received. When would you normally open these items?			Total	CAPI																
As soon as possible – likely the following day	% within column	45%	51%	41%	45%	38%	52%	45%	44%	47%	45%	44%	46%	**	**	43%	47%	47%	44%	
	Weighted counts	346	168	179	80	55	113	98	181	166	55	160	102			79	108	77	82	
	Column Comparisons	-	b																	
Within a few days of receiving them	% within column	39%	39%	40%	40%	44%	35%	40%	40%	39%	34%	39%	42%	**	**	41%	41%	33%	42%	
	Weighted counts	303	128	175	72	65	77	89	165	138	41	140	93			76	95	55	77	
	Column Comparisons	-																		
At the end of the week/within the week	% within column	11%	8%	13%	9%	18%	11%	8%	13%	9%	14%	12%	10%	**	**	12%	9%	14%	9%	
	Weighted counts	84	26	58	15	27	24	18	54	31	17	42	23			23	21	23	17	
	Column Comparisons	-																		
At least a week later	% within column	4%	2%	6%	7%	0%	2%	7%	3%	6%	7%	5%	2%	**	**	4%	3%	6%	5%	
	Weighted counts	33	5	28	12	1	5	15	12	21	9	18	5			8	6	10	8	
	Column Comparisons	-		a	b			b												
NET: Within the week	% within column	96%	98%	94%	93%	100%	98%	93%	97%	94%	93%	95%	98%	**	**	96%	97%	94%	95%	
	Weighted counts	733	322	412	168	147	214	205	399	334	113	342	217			178	224	155	177	
	Column Comparisons	-	b			a d														
Effective Column n	% within column																			
	Weighted counts	520	162	358	112	112	138	157	254	265	78	251	147	28	17	131	158	101	130	
	Column Comparisons																			
Unweighted base			717	223	494	155	155	190	217	351	366	107	346	203	38	23	181	218	139	179
Weighted base			766	327	439	180	147	219	220	411	355	122	360	223	39	22	186	230	165	186
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who do not typically open all items of post on the day they are received
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation				Rurality	
		Not working	Working	NET: England	NET: Scotland	N. Wales	N. Ireland	Urban	Unknown
QE10d: You say you don't open everything on the day it was received. When would you normally open these items?									
As soon as possible – likely the following day		44%	50%	46%	31%	41%	52%	45%	44%
		213	133	306	14	17	10	278	67
Within a few days of receiving them		40%	40%	38%	56%	46%	42%	40%	39%
		194	107	250	25	19	8	242	59
At the end of the week/within the week		13%	6%	11%	11%	8%	3%	12%	7%
		63	16	75	5	3	1	73	11
At least a week later		4%	4%	4%	2%	5%	2%	3%	9%
		19	11	29	1	2	0	19	14
NET: Within the week		96%	96%	96%	98%	95%	98%	97%	91%
		470	256	632	44	39	18	593	137
Effective Column n		332	184	342	55	67	55	391	126
Unweighted base		458	254	472	76	93	76	540	174
Weighted base		489	267	661	45	41	18	612	150
Columns		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who do not typically open all items of post on the day they are received
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		QE11: Frequency of receiving different types of mail compared to two years ago								
		Much more	Slightly more	No change	Slightly less	Much less	I don't know	NET: More	NET: Less	Weighted Base
Addressed direct mail from organisations that you don't have a relationship with	% within row	12%	21%	44%	12%	8%	2%	33%	21%	100%
	Column Comparisons	E F	A D E F	A B D E F	E F	F		-	-	-
	Weighted counts	363	616	1,308	364	248	57	980	612	2,957
	% within row	6%	17%	48%	16%	12%	1%	23%	27%	100%
Catalogues and brochures	Column Comparisons	F	A E F	A B D E F	A E F	A F		-	-	-
	Weighted counts	165	506	1,433	467	342	44	671	810	2,957
	% within row	4%	22%	59%	8%	6%	1%	26%	14%	100%
	Column Comparisons	F	A D E F	A B D E F	A e F	a F		-	-	-
Smaller parcels that fit through a letterbox	Weighted counts	120	655	1,735	229	177	40	775	406	2,957
	% within row	7%	18%	50%	15%	9%	2%	25%	24%	100%
	Column Comparisons	F	A d E F	A B D E F	A E F	F		-	-	-
	Weighted counts	219	521	1,465	441	263	48	740	704	2,957
Newsletters, leaflets and promotions from organisations that you have a relationship with	% within row	5%	20%	59%	7%	7%	2%	25%	14%	100%
	Column Comparisons	F	A D E F	A B D E F	a F	a F		-	-	-
	Weighted counts	149	596	1,737	215	211	48	746	426	2,957
	% within row	3%	18%	64%	7%	6%	2%	21%	14%	100%
Larger parcels that do not fit through a letterbox	Column Comparisons	F	A D E F	A B D E F	A F	A F		-	-	-
	Weighted counts	94	528	1,886	213	189	47	622	402	2,957
	% within row	3%	12%	58%	17%	8%	1%	14%	26%	100%
	Column Comparisons	f	A E F	A B D E F	A B E F	A F		-	-	-
Items requiring a signature	Weighted counts	76	349	1,728	516	250	39	425	766	2,957
	% within row	4%	10%	48%	19%	17%	1%	15%	37%	100%
	Column Comparisons	F	A F	A B D E F	A B F	A B F		-	-	-
	Weighted counts	123	306	1,421	572	511	24	429	1,083	2,957
Letters from organisations that you have a relationship with	% within row	2%	5%	60%	18%	15%	1%	7%	32%	100%
	Column Comparisons		A F	A B D E F	A B e F	A B F		-	-	-
	Weighted counts	45	153	1,766	518	440	35	198	958	2,957
	% within row	1%	5%	64%	9%	13%	8%	6%	22%	100%
Bills, invoices and statements	Column Comparisons		A	A B D E F	A B	A B D F	A B	-	-	-
	Weighted counts	28	139	1,900	265	383	241	167	649	2,957
	% within row	1%	4%	56%	16%	22%	1%	6%	38%	100%
	Column Comparisons		A F	A B D E F	A B F	A B D F		-	-	-
Invitations, greetings cards and postcards	Weighted counts	36	129	1,645	459	651	36	165	1,111	2,957
	% within row									
	Column Comparisons									
	Weighted counts									
Magazines you subscribe to	% within row									
	Column Comparisons									
	Weighted counts									
	% within row									
Personal letters (e.g. from a friend)	Column Comparisons									
	Weighted counts									
	% within row									
	Column Comparisons									

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
QE11_1: Would you say that you now receive ... more or less often than two years ago? Bills, invoices and statements		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Much more	% within column	4%	3%	5%	3%	6%	3%	6%	3%	6%	8%	5%	4%	0%	1%	3%
	Weighted counts	123	36	87	34	28	30	31	40	83	35	52	33	1	2	23
	Column Comparisons	-		a						a	c D E	D e	d			
Slightly more	% within column	10%	7%	13%	9%	11%	10%	12%	11%	10%	24%	13%	6%	5%	4%	9%
	Weighted counts	306	90	216	95	55	94	62	155	151	99	123	55	17	12	63
	Column Comparisons	-		A							B C D E	C d e				
No change	% within column	48%	52%	45%	48%	47%	48%	49%	50%	46%	47%	42%	46%	62%	59%	44%
	Weighted counts	1,421	662	759	482	232	452	254	730	691	192	413	442	209	165	310
	Column Comparisons	-	b						b					a B C	a B c	
Slightly less	% within column	19%	20%	19%	19%	17%	21%	19%	20%	19%	12%	20%	23%	17%	19%	22%
	Weighted counts	572	255	318	194	84	196	98	286	287	48	199	216	56	54	156
	Column Comparisons	-										a	A			
Much less	% within column	17%	18%	17%	19%	17%	18%	13%	16%	19%	8%	18%	21%	17%	17%	20%
	Weighted counts	511	229	282	191	85	167	68	227	284	33	171	204	56	47	143
	Column Comparisons	-										A	A	a	a	d
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	0%	0%	0%	1%
	Weighted counts	24	9	15	6	5	8	5	12	13	5	17	1	0	1	5
	Column Comparisons	-										c				
NET: More	% within column	15%	10%	18%	13%	17%	13%	18%	13%	16%	33%	18%	9%	5%	5%	12%
	Weighted counts	429	126	303	129	83	124	92	195	234	134	175	88	18	14	87
	Column Comparisons	-		A							B C D E	C D E				
NET: Less	% within column	37%	38%	36%	38%	35%	38%	32%	35%	38%	20%	38%	44%	33%	36%	43%
	Weighted counts	1,083	484	599	385	170	363	166	512	571	81	370	419	112	101	299
	Column Comparisons	-										A	A b d	A	A	c d
Effective Column n	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495
	Column Comparisons															
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Demographics															
SEG				Working status		UK nation				Rurality					
QE11_1: Would you say that you now receive ... more or less often than two years ago? Bills, invoices and statements				Not		NET:	NET:	Scotl-	N.			Unkn-			
				C1	C2	DE	Working	working	England	and	Wales	Ireland	Urban	Rural	own
% within column				4%	4%	5%	5%	3%	4%	6%	5%	4%	5%	3%	**
Much more Weighted counts				39	23	38	83	37	98	15	7	3	98	24	
Column Comparisons				b											
% within column				9%	13%	11%	11%	10%	10%	10%	11%	10%	10%	10%	**
Slightly more Weighted counts				80	80	83	171	131	258	23	16	9	229	75	
Column Comparisons															
% within column				48%	49%	51%	44%	53%	48%	47%	53%	55%	48%	49%	**
No change Weighted counts				421	302	388	681	732	1,185	110	77	49	1,044	373	
Column Comparisons				A											
% within column				18%	19%	18%	21%	17%	20%	17%	18%	17%	20%	19%	**
Slightly less Weighted counts				159	116	141	332	237	491	40	26	15	428	143	
Column Comparisons				b											
% within column				19%	16%	14%	18%	16%	17%	19%	14%	13%	17%	18%	**
Much less Weighted counts				164	99	105	286	223	434	46	20	12	371	141	
Column Comparisons															
% within column				1%	0%	1%	1%	1%	1%	1%	0%	0%	1%	1%	**
I don't know Weighted counts				8	2	9	9	13	22	2	1	0	14	7	
Column Comparisons															
% within column				14%	16%	16%	16%	12%	14%	16%	16%	14%	15%	13%	**
NET: More Weighted counts				119	103	121	254	168	356	38	23	12	327	100	
Column Comparisons				b											
% within column				37%	35%	32%	40%	33%	37%	36%	32%	30%	37%	37%	**
NET: Less Weighted counts				323	215	246	618	460	924	86	46	27	799	283	
Column Comparisons				b											
% within column															
Effective Column n Weighted counts				620	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Column Comparisons															
Unweighted base				867	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base				871	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns				B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_2: Would you say that you now receive ... more or less often than two years ago? Newsletters, leaflets and promotions from organisations that you have a relationship with		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	7%	6%	8%	6%	7%	7%	11%	7%	8%	6%	8%	7%	6%	9%	6%	8%
	Weighted counts	219	82	137	62	35	67	56	94	125	26	77	69	22	25	43	72
	Column Comparisons	-															
Slightly more	% within column	18%	12%	22%	15%	16%	18%	23%	19%	17%	26%	16%	14%	20%	19%	18%	17%
	Weighted counts	521	148	373	150	77	172	122	271	250	105	158	136	69	53	130	146
	Column Comparisons	-		A				a b			b C						
No change	% within column	50%	55%	45%	50%	52%	51%	44%	50%	49%	49%	48%	49%	52%	53%	49%	48%
	Weighted counts	1,465	704	761	498	256	484	227	720	745	201	473	468	176	148	343	420
	Column Comparisons	-	B														
Slightly less	% within column	15%	15%	15%	15%	15%	14%	15%	15%	15%	11%	14%	19%	15%	12%	16%	16%
	Weighted counts	441	194	247	151	73	137	79	216	225	46	133	178	51	32	113	139
	Column Comparisons	-											a				
Much less	% within column	9%	10%	8%	12%	8%	8%	6%	9%	9%	6%	11%	10%	6%	7%	9%	9%
	Weighted counts	263	134	129	119	38	74	31	128	135	24	108	93	20	18	64	82
	Column Comparisons	-	b		c d												
I don't know	% within column	2%	1%	2%	2%	2%	1%	1%	1%	2%	2%	3%	1%	0%	1%	1%	1%
	Weighted counts	48	19	29	21	9	14	4	19	29	10	26	6	2	4	7	13
	Column Comparisons	-										c					
NET: More	% within column	25%	18%	30%	21%	23%	25%	34%	25%	25%	32%	24%	22%	27%	28%	25%	25%
	Weighted counts	740	230	510	212	113	238	177	365	375	131	236	205	91	78	173	218
	Column Comparisons	-		A				A b c			c						
NET: Less	% within column	24%	26%	22%	27%	23%	22%	21%	24%	24%	17%	25%	29%	21%	18%	25%	25%
	Weighted counts	704	328	376	271	112	211	110	344	360	70	241	271	72	51	178	220
	Column Comparisons	-									a		A e				
Effective Column n		2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_2: Would you say that you now receive ... more or less often than two years ago? Newsletters, leaflets and promotions from organisations that you have a relationship with		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	8%	7%	8%	7%	8%	5%	7%	3%	8%	6%	**
	Weighted counts	50	54	121	97	194	12	11	3	175	44	
	Column Comparisons											
Slightly more	% within column	21%	15%	17%	18%	17%	23%	20%	16%	17%	18%	**
	Weighted counts	133	113	263	253	423	55	29	14	377	140	
	Column Comparisons	d										
No change	% within column	48%	53%	47%	52%	49%	47%	52%	61%	50%	50%	**
	Weighted counts	300	403	739	720	1,225	111	76	54	1,083	379	
	Column Comparisons			a				b				
Slightly less	% within column	14%	14%	16%	13%	15%	15%	14%	12%	15%	16%	**
	Weighted counts	85	104	256	183	375	35	20	11	320	121	
	Column Comparisons											
Much less	% within column	7%	9%	10%	7%	9%	7%	7%	5%	9%	9%	**
	Weighted counts	45	72	164	98	231	17	10	5	197	66	
	Column Comparisons			b								
I don't know	% within column	2%	2%	1%	2%	2%	2%	1%	2%	1%	2%	**
	Weighted counts	10	17	19	22	39	4	2	2	32	12	
	Column Comparisons											
NET: More	% within column	29%	22%	25%	25%	25%	29%	27%	19%	25%	24%	**
	Weighted counts	182	168	384	350	617	67	39	17	552	184	
	Column Comparisons	d										
NET: Less	% within column	21%	23%	27%	20%	24%	22%	20%	18%	24%	25%	**
	Weighted counts	130	176	420	281	606	53	30	16	516	188	
	Column Comparisons			B								
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_3: Would you say that you now receive ... more or less often than two years ago? Addressed direct mail from organisations that you don't have a relationship with

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	12%	11%	13%	12%	10%	12%	16%	12%	12%	5%	11%	14%	16%	16%	12%	14%
	Weighted counts	363	137	226	116	51	111	85	177	186	21	108	136	53	45	84	120
	Column Comparisons	-										a	A	A	A		
Slightly more	% within column	21%	16%	24%	18%	21%	23%	23%	22%	19%	21%	20%	19%	26%	22%	23%	20%
	Weighted counts	616	207	409	180	103	213	120	326	291	86	198	180	90	63	159	170
	Column Comparisons	-		A													
No change	% within column	44%	48%	42%	46%	44%	44%	42%	43%	45%	55%	43%	43%	39%	42%	44%	43%
	Weighted counts	1,308	610	697	461	214	414	219	625	683	225	421	411	132	119	309	376
	Column Comparisons	-	b								b c D e						
Slightly less	% within column	12%	14%	11%	14%	13%	12%	9%	12%	13%	11%	12%	14%	10%	10%	10%	14%
	Weighted counts	364	174	190	136	64	118	46	171	193	45	119	137	33	29	73	122
	Column Comparisons	-															
Much less	% within column	8%	10%	7%	9%	10%	8%	8%	8%	9%	5%	10%	8%	8%	7%	9%	8%
	Weighted counts	248	126	122	86	50	72	41	117	131	22	100	78	27	20	62	70
	Column Comparisons	-	b														
I don't know	% within column	2%	2%	2%	2%	2%	2%	1%	2%	2%	3%	3%	1%	1%	2%	2%	1%
	Weighted counts	57	26	31	23	7	19	7	32	25	12	29	8	4	5	13	13
	Column Comparisons	-										c					
NET: More	% within column	33%	27%	38%	30%	31%	34%	40%	35%	32%	26%	31%	33%	42%	38%	35%	33%
	Weighted counts	980	345	635	296	154	324	205	503	477	107	306	316	143	108	243	290
	Column Comparisons	-		A				a						A b c	a		
NET: Less	% within column	21%	23%	19%	22%	23%	20%	17%	20%	21%	16%	22%	23%	18%	18%	19%	22%
	Weighted counts	612	300	312	222	114	189	87	288	324	67	219	216	61	49	135	192
	Column Comparisons	-	b														
Effective Column n		2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_3: Would you say that you now receive ... more or less often than two years ago? Addressed direct mail from organisations that you don't have a relationship with		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	12%	11%	12%	13%	12%	15%	12%	7%	12%	13%	**
	Weighted counts	73	86	181	181	305	34	18	6	265	98	
	Column Comparisons											
Slightly more	% within column	23%	19%	19%	22%	20%	24%	25%	17%	20%	22%	**
	Weighted counts	141	147	304	307	508	57	37	15	447	169	
	Column Comparisons											
No change	% within column	42%	48%	44%	44%	44%	41%	43%	55%	44%	44%	**
	Weighted counts	258	365	695	605	1,099	97	63	49	961	339	
	Column Comparisons								b c			
Slightly less	% within column	13%	11%	14%	10%	13%	11%	10%	11%	13%	10%	**
	Weighted counts	82	86	216	144	313	26	15	10	289	75	
	Column Comparisons			b								
Much less	% within column	9%	8%	9%	8%	9%	6%	9%	7%	8%	9%	**
	Weighted counts	53	63	138	110	215	14	13	6	177	72	
	Column Comparisons											
I don't know	% within column	2%	2%	2%	2%	2%	3%	1%	4%	2%	1%	**
	Weighted counts	14	17	28	26	47	6	1	4	45	11	
	Column Comparisons								c			
NET: More	% within column	34%	30%	31%	36%	33%	39%	37%	24%	33%	35%	**
	Weighted counts	214	233	485	488	812	92	54	21	712	268	
	Column Comparisons				a		d	d				
NET: Less	% within column	22%	20%	23%	18%	21%	17%	19%	18%	21%	19%	**
	Weighted counts	136	149	354	254	528	40	29	15	466	146	
	Column Comparisons			b								
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_4: Would you say that you now receive ... more or less often than two years ago?Invitations, greetings cards and postcards		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	2%	2%	1%	1%	2%	1%	2%	1%	2%	3%	2%	1%	0%	1%	1%	1%
	Weighted counts	45	20	25	10	9	13	13	15	31	10	19	14	0	2	9	13
	Column Comparisons	-															
Slightly more	% within column	5%	4%	6%	5%	6%	4%	7%	6%	5%	13%	7%	3%	1%	1%	6%	4%
	Weighted counts	153	50	103	46	32	40	35	84	69	52	67	29	2	3	43	37
	Column Comparisons	-		a							b C D E	c D e	d				
No change	% within column	60%	62%	58%	56%	58%	65%	59%	62%	58%	57%	56%	59%	68%	67%	58%	60%
	Weighted counts	1,766	796	969	559	286	615	305	892	873	234	549	564	231	189	405	523
	Column Comparisons	-	b				a							a b c	a b		
Slightly less	% within column	18%	16%	19%	20%	17%	15%	18%	16%	19%	15%	16%	19%	19%	19%	16%	18%
	Weighted counts	518	202	316	204	83	138	94	226	293	62	156	183	65	52	115	157
	Column Comparisons	-			c				a								
Much less	% within column	15%	16%	14%	18%	15%	13%	12%	15%	15%	10%	17%	17%	13%	11%	17%	16%
	Weighted counts	440	203	238	175	74	127	64	215	225	41	167	158	43	32	117	135
	Column Comparisons	-										a	a				
I don't know	% within column	1%	1%	2%	1%	1%	1%	1%	1%	1%	3%	2%	0%	0%	1%	2%	1%
	Weighted counts	35	9	26	8	7	14	7	17	18	12	18	2	0	2	11	5
	Column Comparisons	-									C d	c					
NET: More	% within column	7%	6%	8%	6%	8%	6%	9%	7%	7%	15%	9%	5%	1%	2%	7%	6%
	Weighted counts	198	71	128	56	41	53	48	99	99	62	86	43	2	5	52	50
	Column Comparisons	-									b C D E	c D e	d				
NET: Less	% within column	32%	32%	33%	38%	32%	28%	30%	30%	34%	25%	33%	36%	32%	30%	33%	34%
	Weighted counts	958	405	553	380	156	265	158	441	517	103	323	341	107	84	232	292
	Column Comparisons	-			C								a				
Effective Column n	% within column																
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Unweighted base	% within column																
	Weighted counts	2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base	% within column																
	Weighted counts	2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_4: Would you say that you now receive ... more or less often than two years ago? Invitations, greetings cards and postcards		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	2%	1%	2%	1%	2%	0%	0%	1%	2%	1%	**
	Weighted counts	13	10	35	11	43	1	1	0	38	7	
	Column Comparisons			b								
Slightly more	% within column	5%	6%	7%	3%	5%	4%	5%	5%	5%	5%	**
	Weighted counts	30	43	107	46	130	10	8	4	117	36	
	Column Comparisons			B								
No change	% within column	60%	60%	57%	64%	59%	59%	66%	64%	59%	62%	**
	Weighted counts	375	462	884	874	1,474	138	97	57	1,286	472	
	Column Comparisons			a								
Slightly less	% within column	17%	19%	17%	18%	17%	21%	14%	15%	18%	17%	**
	Weighted counts	105	141	270	242	433	50	21	13	388	130	
	Column Comparisons											
Much less	% within column	15%	12%	16%	13%	15%	14%	13%	15%	15%	14%	**
	Weighted counts	96	92	255	183	376	32	18	13	333	108	
	Column Comparisons											
I don't know	% within column	0%	2%	1%	1%	1%	1%	1%	1%	1%	1%	**
	Weighted counts	3	16	12	19	29	3	2	1	22	10	
	Column Comparisons											
NET: More	% within column	7%	7%	9%	4%	7%	5%	6%	5%	7%	6%	**
	Weighted counts	43	53	141	57	174	11	9	5	155	43	
	Column Comparisons			B								
NET: Less	% within column	32%	31%	34%	31%	33%	35%	27%	30%	33%	31%	**
	Weighted counts	201	233	525	424	810	83	40	26	720	238	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). [Part 2 of 2](#)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
QE11_5: Would you say that you now receive ... more or less often than two years ago?Personal letters (e.g. from a friend)		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	1%	1%	2%	1%	2%	2%	1%	1%	2%	3%	2%	1%	0%	0%	1%	1%
	Weighted counts	36	9	27	7	9	15	5	9	27	11	20	5	0	0	8	11
	Column Comparisons	-								a	c d	c					
Slightly more	% within column	4%	3%	6%	5%	3%	4%	5%	5%	3%	11%	6%	1%	1%	3%	4%	4%
	Weighted counts	129	37	92	49	17	35	28	79	51	47	58	13	3	8	31	38
	Column Comparisons	-		a					b		b C D e	C d					
No change	% within column	56%	61%	52%	52%	54%	59%	57%	57%	54%	58%	52%	55%	59%	62%	52%	56%
	Weighted counts	1,645	777	868	526	263	559	297	825	820	238	510	523	201	173	361	489
	Column Comparisons	-	B														
Slightly less	% within column	16%	13%	18%	16%	17%	14%	15%	15%	16%	11%	14%	18%	18%	19%	14%	16%
	Weighted counts	459	163	296	165	82	136	76	213	246	46	133	167	61	52	100	137
	Column Comparisons	-		a													
Much less	% within column	22%	22%	22%	24%	23%	20%	20%	21%	23%	15%	24%	25%	21%	16%	28%	21%
	Weighted counts	651	288	364	242	111	193	106	303	348	62	239	233	72	46	194	183
	Column Comparisons	-										a e	a e			b c d	
I don't know	% within column	1%	1%	2%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%
	Weighted counts	36	7	29	13	8	10	6	20	17	8	17	8	2	2	7	13
	Column Comparisons	-		a													
NET: More	% within column	6%	4%	7%	6%	5%	5%	6%	6%	5%	14%	8%	2%	1%	3%	6%	6%
	Weighted counts	165	46	119	56	26	49	33	88	78	58	78	18	3	8	39	49
	Column Comparisons	-		A							b C D E	C D e					
NET: Less	% within column	38%	35%	39%	41%	39%	35%	35%	36%	39%	26%	38%	42%	39%	35%	42%	37%
	Weighted counts	1,111	451	660	407	192	329	181	516	595	108	371	401	134	98	293	320
	Column Comparisons	-										a	A	a			
Effective Column n	% within column																
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Unweighted base	% within column																
	Weighted counts	2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base	% within column																
	Weighted counts	2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QE11_5: Would you say that you now receive ... more or less often than two years ago?Personal letters (e.g. from a friend)		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	2%	1%	2%	0%	1%	0%	1%	0%	1%	1%	**
	Weighted counts	11	6	29	6	33	1	2	0	27	9	
	Column Comparisons			b								
Slightly more	% within column	4%	4%	5%	3%	4%	4%	5%	3%	5%	4%	**
	Weighted counts	27	33	85	42	109	10	7	2	102	27	
	Column Comparisons			b								
No change	% within column	57%	58%	52%	60%	55%	57%	60%	59%	55%	58%	**
	Weighted counts	352	442	819	820	1,372	133	88	52	1,199	443	
	Column Comparisons			A								
Slightly less	% within column	16%	16%	15%	16%	16%	16%	14%	15%	15%	16%	**
	Weighted counts	98	124	232	222	388	38	21	13	337	120	
	Column Comparisons											
Much less	% within column	21%	19%	24%	19%	22%	21%	18%	22%	23%	20%	**
	Weighted counts	132	143	382	263	555	51	27	19	496	156	
	Column Comparisons			b								
I don't know	% within column	0%	2%	1%	2%	1%	1%	2%	2%	1%	1%	**
	Weighted counts	2	15	16	21	30	3	2	2	24	9	
	Column Comparisons											
NET: More	% within column	6%	5%	7%	3%	6%	5%	6%	3%	6%	5%	**
	Weighted counts	38	39	114	48	142	11	9	3	128	37	
	Column Comparisons			B								
NET: Less	% within column	37%	35%	39%	35%	38%	37%	32%	36%	38%	36%	**
	Weighted counts	230	267	614	485	943	88	48	32	833	275	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). [Part 2 of 2](#)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_6: Would you say that you now receive ... more or less often than two years ago? Letters from organisations that you have a relationship with

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	3%	2%	3%	2%	3%	2%	5%	2%	3%	3%	3%	2%	1%	2%	3%	3%
	Weighted counts	76	31	45	19	16	16	25	26	51	12	33	22	5	4	19	24
	Column Comparisons	-						a c		a							
Slightly more	% within column	12%	8%	14%	10%	12%	13%	13%	13%	11%	20%	13%	8%	10%	8%	12%	11%
	Weighted counts	349	106	243	104	59	120	66	188	161	84	130	80	33	22	82	92
	Column Comparisons	-		A							b C d E	c					
No change	% within column	58%	62%	56%	56%	57%	62%	58%	58%	59%	55%	53%	57%	68%	72%	58%	62%
	Weighted counts	1,728	794	933	561	281	586	299	834	894	228	521	545	232	201	409	537
	Column Comparisons	-	b											a B c	A B C		
Slightly less	% within column	17%	17%	18%	20%	20%	15%	15%	18%	17%	10%	18%	23%	14%	11%	18%	15%
	Weighted counts	516	222	294	198	97	143	78	258	258	43	176	220	46	31	130	132
	Column Comparisons	-										a e	A b d E				
Much less	% within column	8%	9%	8%	11%	6%	7%	8%	8%	9%	8%	10%	8%	7%	7%	8%	8%
	Weighted counts	250	116	134	110	31	70	40	122	128	34	93	80	23	20	54	74
	Column Comparisons	-															
I don't know	% within column	1%	1%	2%	1%	1%	1%	2%	1%	1%	3%	2%	0%	0%	1%	1%	1%
	Weighted counts	39	12	27	10	6	12	11	21	17	11	22	3	0	3	7	12
	Column Comparisons	-									c d	c					
NET: More	% within column	14%	11%	17%	12%	15%	14%	18%	15%	14%	23%	17%	11%	11%	9%	14%	13%
	Weighted counts	425	137	288	123	75	136	91	213	211	96	163	102	38	26	101	116
	Column Comparisons	-		A							b C D E	c e					
NET: Less	% within column	26%	26%	26%	31%	26%	22%	23%	26%	26%	19%	28%	32%	20%	18%	26%	24%
	Weighted counts	766	338	428	308	128	213	117	380	386	76	269	300	69	51	184	206
	Column Comparisons	-			c d							a e	A d E				
Effective Column n		2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_6: Would you say that you now receive ... more or less often than two years ago? Letters from organisations that you have a relationship with		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	3%	2%	3%	2%	3%	3%	2%	2%	3%	2%	**
	Weighted counts	17	16	52	25	66	7	2	1	60	16	
	Column Comparisons			b								
Slightly more	% within column	14%	12%	12%	11%	12%	13%	12%	10%	11%	13%	**
	Weighted counts	86	89	192	156	292	30	18	9	249	97	
	Column Comparisons											
No change	% within column	57%	56%	55%	63%	58%	57%	62%	65%	59%	58%	**
	Weighted counts	352	430	854	861	1,444	135	91	57	1,284	441	
	Column Comparisons				A							
Slightly less	% within column	18%	18%	19%	15%	18%	18%	17%	14%	17%	18%	**
	Weighted counts	115	140	304	208	435	42	25	13	375	138	
	Column Comparisons			b								
Much less	% within column	7%	10%	9%	8%	9%	8%	6%	7%	9%	8%	**
	Weighted counts	43	79	141	106	216	19	9	6	188	63	
	Column Comparisons											
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	**
	Weighted counts	9	11	19	18	33	3	1	1	28	9	
	Column Comparisons											
NET: More	% within column	16%	14%	16%	13%	14%	16%	14%	12%	14%	15%	**
	Weighted counts	102	105	244	180	357	37	20	11	309	112	
	Column Comparisons											
NET: Less	% within column	25%	29%	28%	23%	26%	26%	24%	22%	26%	26%	**
	Weighted counts	158	218	445	314	651	61	35	19	563	201	
	Column Comparisons			b								
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). [Part 2 of 2](#)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
QE11_7: Would you say that you now receive ... more or less often than two years ago?Catalogues and brochures		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	6%	3%	8%	4%	5%	6%	8%	5%	6%	4%	5%	5%	6%	10%	5%	6%
	Weighted counts	165	39	126	41	25	57	42	80	85	17	50	51	19	28	32	54
	Column Comparisons	-		A				a									
Slightly more	% within column	17%	14%	19%	18%	18%	16%	18%	18%	16%	20%	17%	14%	23%	19%	20%	18%
	Weighted counts	506	182	324	176	87	148	96	265	240	82	162	130	77	54	139	153
	Column Comparisons	-		a										c		d	
No change	% within column	48%	55%	43%	47%	49%	50%	48%	49%	48%	56%	46%	47%	47%	53%	48%	50%
	Weighted counts	1,433	710	723	470	238	478	247	714	719	231	450	445	159	147	339	435
	Column Comparisons	-	B								b c						
Slightly less	% within column	16%	14%	17%	15%	14%	17%	16%	14%	17%	10%	19%	18%	14%	9%	15%	14%
	Weighted counts	467	177	290	155	69	158	85	207	261	40	183	172	47	26	107	121
	Column Comparisons	-		a								a e	a e				
Much less	% within column	12%	12%	12%	14%	13%	10%	9%	11%	12%	8%	11%	16%	10%	7%	11%	11%
	Weighted counts	342	149	193	137	65	96	44	161	182	32	108	148	35	20	78	93
	Column Comparisons	-											a b e				
I don't know	% within column	1%	2%	1%	2%	1%	1%	1%	1%	1%	3%	2%	0%	1%	2%	1%	2%
	Weighted counts	44	24	20	24	7	10	3	22	22	11	23	3	2	5	5	14
	Column Comparisons	-									c	c					
NET: More	% within column	23%	17%	27%	22%	23%	22%	27%	24%	22%	24%	22%	19%	28%	29%	24%	24%
	Weighted counts	671	221	450	216	111	205	138	345	326	98	212	181	97	83	171	207
	Column Comparisons	-		A										c	c	d	d
NET: Less	% within column	27%	26%	29%	29%	27%	27%	25%	25%	29%	17%	30%	34%	24%	16%	26%	25%
	Weighted counts	810	327	483	292	134	254	129	367	442	71	291	320	82	45	186	215
	Column Comparisons	-							a			A E	A d E				
Effective Column n																	
Weighted counts		2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Column Comparisons																	
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_7: Would you say that you now receive ... more or less often than two years ago?		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Catalogues and brochures		6%	5%	5%	6%	6%	6%	5%	4%	5%	6%	**
Much more	<i>% within column</i>	39	40	79	84	140	14	7	3	116	49	
	<i>Weighted counts</i>											
	<i>Column Comparisons</i>											
Slightly more		18%	13%	16%	18%	17%	18%	18%	15%	17%	18%	**
	<i>% within column</i>	115	99	255	249	423	43	26	13	362	140	
	<i>Weighted counts</i>											
	<i>Column Comparisons</i>											
No change		48%	47%	46%	51%	48%	49%	50%	58%	49%	48%	**
	<i>% within column</i>	300	358	720	699	1,192	115	74	51	1,065	364	
	<i>Weighted counts</i>											
	<i>Column Comparisons</i>				a							
Slightly less		15%	19%	19%	13%	16%	18%	14%	10%	16%	15%	**
	<i>% within column</i>	96	142	293	172	394	43	21	9	351	117	
	<i>Weighted counts</i>											
	<i>Column Comparisons</i>			B								
Much less		10%	14%	13%	11%	12%	8%	11%	10%	12%	11%	**
	<i>% within column</i>	62	109	196	144	299	19	16	9	255	87	
	<i>Weighted counts</i>											
	<i>Column Comparisons</i>											
I don't know		2%	2%	1%	2%	2%	1%	2%	3%	2%	1%	**
	<i>% within column</i>	10	14	19	25	38	1	3	3	35	8	
	<i>Weighted counts</i>											
	<i>Column Comparisons</i>											
NET: More		25%	18%	21%	24%	23%	24%	23%	19%	22%	25%	**
	<i>% within column</i>	153	139	334	333	563	57	33	16	478	189	
	<i>Weighted counts</i>											
	<i>Column Comparisons</i>	d										
NET: Less		25%	33%	31%	23%	28%	26%	25%	20%	28%	27%	**
	<i>% within column</i>	158	252	489	317	693	62	37	18	606	204	
	<i>Weighted counts</i>											
	<i>Column Comparisons</i>		a b c	B								
Effective Column n		427	523	1,072	979	1,298	265	249	252	1,412	647	5
	<i>% within column</i>											
	<i>Weighted counts</i>											
	<i>Column Comparisons</i>											
Unweighted base		597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base		622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QE11_8: Would you say that you now receive ... more or less often than two years ago?Magazines you subscribe to		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%
	Weighted counts	28	4	24	5	6	9	7	14	14	5	10	9	0	4	5	8
	Column Comparisons	-		a													
Slightly more	% within column	5%	3%	6%	3%	6%	5%	6%	6%	4%	8%	7%	3%	2%	2%	5%	6%
	Weighted counts	139	36	103	33	31	45	30	84	55	33	66	29	7	5	33	49
	Column Comparisons	-		A					b		C d e	c d e					
No change	% within column	64%	69%	60%	62%	61%	66%	68%	64%	64%	62%	61%	62%	76%	75%	68%	66%
	Weighted counts	1,900	890	1,011	623	300	625	352	934	966	253	592	587	258	211	478	579
	Column Comparisons	-	B											A B C	a B C	d	
Slightly less	% within column	9%	9%	9%	9%	10%	10%	6%	10%	8%	12%	9%	10%	6%	6%	9%	9%
	Weighted counts	265	112	153	93	50	92	30	142	123	48	85	95	20	17	65	82
	Column Comparisons	-															
Much less	% within column	13%	10%	15%	16%	12%	12%	11%	13%	13%	11%	14%	15%	10%	10%	12%	10%
	Weighted counts	383	132	251	156	60	113	55	185	198	47	134	141	35	27	85	91
	Column Comparisons	-		a													
I don't know	% within column	8%	8%	8%	9%	9%	7%	8%	6%	10%	6%	9%	9%	6%	6%	5%	7%
	Weighted counts	241	107	134	92	43	62	44	90	152	25	88	89	21	18	34	62
	Column Comparisons	-								a							
NET: More	% within column	6%	3%	8%	4%	7%	6%	7%	7%	5%	9%	8%	4%	2%	3%	5%	7%
	Weighted counts	167	40	127	38	37	54	37	97	69	38	76	38	7	8	38	57
	Column Comparisons	-		A					b		c D e	c d e					
NET: Less	% within column	22%	19%	24%	25%	22%	22%	16%	23%	21%	23%	22%	25%	16%	16%	21%	20%
	Weighted counts	649	245	404	249	110	205	85	327	322	96	219	236	54	44	150	173
	Column Comparisons	-		a	d								d e				
Effective Column n	% within column																
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Unweighted base	% within column																
	Weighted counts	2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base	% within column																
	Weighted counts	2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_8: Would you say that you now receive ... more or less often than two years ago?Magazines you subscribe to		Demographics										
		SEG		Working status		UK nation				Rurality		Unkn-own
		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	
Much more	% within column	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%	**
	Weighted counts	7	7	17	11	26	0	1	0	21	6	
	Column Comparisons											
Slightly more	% within column	5%	3%	6%	3%	5%	4%	5%	2%	5%	4%	**
	Weighted counts	34	23	91	44	121	9	7	2	108	31	
	Column Comparisons			b								
No change	% within column	62%	60%	62%	68%	63%	71%	68%	70%	64%	65%	**
	Weighted counts	384	460	961	930	1,572	168	99	62	1,397	500	
	Column Comparisons			a								
Slightly less	% within column	8%	9%	10%	8%	9%	9%	7%	7%	10%	7%	**
	Weighted counts	53	65	156	105	228	21	11	6	209	54	
	Column Comparisons											
Much less	% within column	12%	17%	13%	12%	13%	10%	11%	13%	13%	14%	**
	Weighted counts	77	131	210	171	333	23	16	11	278	105	
	Column Comparisons		b									
I don't know	% within column	11%	10%	8%	8%	8%	6%	9%	8%	8%	9%	**
	Weighted counts	67	78	127	113	207	15	13	7	170	68	
	Column Comparisons	a	a									
NET: More	% within column	7%	4%	7%	4%	6%	4%	5%	3%	6%	5%	**
	Weighted counts	42	30	108	55	147	9	8	2	129	37	
	Column Comparisons			b								
NET: Less	% within column	21%	26%	23%	20%	23%	19%	18%	20%	22%	21%	**
	Weighted counts	129	196	366	276	561	44	27	17	487	159	
	Column Comparisons											
Effective Column n	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
	Column Comparisons											
Unweighted base		597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base		622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_9: Would you say that you now receive ... more or less often than two years ago?Smaller parcels that fit through a letterbox		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	4%	3%	5%	3%	6%	5%	3%	3%	5%	6%	5%	5%	0%	0%	3%	4%
	Weighted counts	120	45	76	26	27	49	18	41	80	25	49	47	0	0	23	34
	Column Comparisons	-				a	a			a	D E	D e	D e				
Slightly more	% within column	22%	18%	25%	21%	23%	21%	25%	21%	23%	33%	26%	19%	15%	14%	21%	22%
	Weighted counts	655	235	420	210	114	203	128	305	350	135	253	178	49	40	150	188
	Column Comparisons	-		A							b C D E	c D E					
No change	% within column	59%	64%	55%	58%	56%	60%	59%	60%	57%	48%	53%	61%	71%	71%	60%	60%
	Weighted counts	1,735	818	917	583	275	572	305	871	865	196	517	581	242	199	419	520
	Column Comparisons	-	B										A b	A B c	A B c		
Slightly less	% within column	8%	7%	8%	9%	7%	7%	7%	9%	7%	6%	9%	8%	7%	6%	9%	8%
	Weighted counts	229	88	141	89	35	65	38	123	105	23	86	78	23	18	60	72
	Column Comparisons	-															
Much less	% within column	6%	6%	6%	8%	6%	5%	4%	6%	6%	7%	5%	6%	7%	7%	6%	5%
	Weighted counts	177	79	98	79	31	46	21	90	88	28	50	58	23	18	41	46
	Column Comparisons	-															
I don't know	% within column	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%
	Weighted counts	40	17	23	15	7	10	8	19	22	5	20	9	2	5	7	11
	Column Comparisons	-															
NET: More	% within column	26%	22%	30%	24%	29%	27%	28%	24%	28%	39%	31%	24%	15%	14%	25%	26%
	Weighted counts	775	280	496	236	142	252	145	346	430	160	302	224	49	40	173	222
	Column Comparisons	-		A						a	b C D E	c D E	d e				
NET: Less	% within column	14%	13%	14%	17%	14%	12%	11%	15%	13%	12%	14%	14%	13%	13%	14%	14%
	Weighted counts	406	167	239	168	67	112	59	213	193	51	136	136	46	36	101	118
	Column Comparisons	-			c												
Effective Column n	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
	Column Comparisons																
Unweighted base		2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base		2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_9: Would you say that you now receive ... more or less often than two years ago?Smaller parcels that fit through a letterbox		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	5%	4%	5%	3%	4%	5%	4%	4%	4%	4%	**
	Weighted counts	31	32	80	41	100	11	6	4	92	28	
	Column Comparisons			b								
Slightly more	% within column	25%	21%	23%	21%	22%	22%	21%	18%	22%	24%	**
	Weighted counts	158	159	356	295	555	52	31	16	473	182	
	Column Comparisons											
No change	% within column	57%	58%	57%	61%	58%	57%	61%	66%	59%	58%	**
	Weighted counts	355	441	887	834	1,453	134	90	58	1,288	443	
	Column Comparisons											
Slightly less	% within column	6%	8%	9%	7%	8%	9%	9%	6%	8%	7%	**
	Weighted counts	38	58	134	94	189	21	13	6	176	51	
	Column Comparisons											
Much less	% within column	5%	7%	6%	6%	6%	6%	4%	4%	6%	7%	**
	Weighted counts	33	57	90	85	155	13	5	4	124	52	
	Column Comparisons											
I don't know	% within column	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	**
	Weighted counts	7	16	16	24	35	3	1	1	31	8	
	Column Comparisons											
NET: More	% within column	30%	25%	28%	24%	26%	27%	25%	22%	26%	28%	**
	Weighted counts	189	191	436	336	655	64	37	20	565	211	
	Column Comparisons											
NET: Less	% within column	12%	15%	14%	13%	14%	15%	13%	11%	14%	13%	**
	Weighted counts	72	115	224	179	343	34	19	10	300	103	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). [Part 2 of 2](#)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_10: Would you say that you now receive ... more or less often than two years ago? Larger parcels that do not fit through a letterbox

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	5%	4%	6%	4%	7%	5%	5%	3%	7%	9%	6%	6%	1%	1%	5%	5%
	Weighted counts	149	56	93	43	33	45	28	50	99	36	55	53	4	1	34	42
	Column Comparisons	-								a	D E	d e	d e				
Slightly more	% within column	20%	17%	23%	18%	20%	21%	22%	19%	21%	28%	24%	19%	13%	9%	21%	21%
	Weighted counts	596	215	382	181	100	201	114	280	317	114	233	182	43	25	148	183
	Column Comparisons	-		A							c D E	c D E	d E				
No change	% within column	59%	66%	54%	58%	55%	61%	59%	61%	57%	50%	55%	59%	67%	72%	60%	58%
	Weighted counts	1,737	840	898	585	271	577	304	879	858	208	539	561	228	201	417	505
	Column Comparisons	-	B										a	A b c	A B c		
Slightly less	% within column	7%	5%	9%	7%	9%	7%	6%	8%	6%	5%	7%	7%	9%	8%	6%	8%
	Weighted counts	215	64	151	71	42	69	33	122	93	20	71	71	32	21	42	73
	Column Comparisons	-		A					b								
Much less	% within column	7%	7%	7%	10%	8%	4%	6%	7%	8%	6%	6%	8%	9%	10%	7%	7%
	Weighted counts	211	90	121	100	38	42	31	97	113	26	54	74	29	28	49	58
	Column Comparisons	-			C												
I don't know	% within column	2%	1%	2%	2%	1%	1%	1%	1%	2%	2%	2%	1%	1%	1%	1%	1%
	Weighted counts	48	17	31	22	6	13	8	20	28	9	24	7	4	4	10	11
	Column Comparisons	-															
NET: More	% within column	25%	21%	28%	22%	27%	26%	28%	23%	28%	36%	29%	25%	14%	9%	26%	26%
	Weighted counts	746	271	475	224	132	246	143	330	416	149	288	236	47	26	182	224
	Column Comparisons	-		A						a	b C D E	D E	D E				
NET: Less	% within column	14%	12%	16%	17%	16%	12%	12%	15%	14%	11%	13%	15%	18%	17%	13%	15%
	Weighted counts	426	154	272	171	80	111	64	219	206	45	125	146	61	49	91	131
	Column Comparisons	-		a	c												
Effective Column n																	
		Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495
		Column Comparisons															
Unweighted base																	
		Weighted counts	2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692
Weighted base																	
		Weighted counts	2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700
Columns																	
		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QE11_10: Would you say that you now receive ... more or less often than two years ago?Larger parcels that do not fit through a letterbox		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	5%	5%	6%	4%	5%	6%	5%	4%	5%	5%	**
	Weighted counts	34	40	96	53	124	14	7	4	113	36	
	Column Comparisons			b								
Slightly more	% within column	19%	19%	22%	18%	20%	21%	20%	16%	20%	21%	**
	Weighted counts	117	149	350	243	503	49	30	14	432	164	
	Column Comparisons			b								
No change	% within column	62%	56%	57%	61%	58%	57%	62%	66%	60%	55%	**
	Weighted counts	384	431	888	838	1,453	135	91	58	1,307	424	
	Column Comparisons											
Slightly less	% within column	6%	8%	7%	7%	7%	8%	7%	8%	7%	8%	**
	Weighted counts	40	60	110	101	180	18	10	7	153	62	
	Column Comparisons											
Much less	% within column	6%	8%	6%	8%	7%	6%	5%	5%	7%	8%	**
	Weighted counts	39	64	97	114	184	15	7	4	145	64	
	Column Comparisons											
I don't know	% within column	1%	3%	1%	2%	2%	2%	1%	1%	2%	2%	**
	Weighted counts	7	20	21	24	41	5	2	1	33	14	
	Column Comparisons											
NET: More	% within column	24%	25%	29%	22%	25%	27%	25%	20%	25%	26%	**
	Weighted counts	151	188	446	296	628	63	37	18	545	200	
	Column Comparisons			B								
NET: Less	% within column	13%	16%	13%	16%	15%	14%	12%	13%	14%	16%	**
	Weighted counts	79	124	207	215	364	33	17	11	298	126	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). [Part 2 of 2](#)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QE11_11: Would you say that you now receive ... more or less often than two years ago?Items requiring a signature		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Much more	% within column	3%	3%	3%	3%	3%	3%	4%	2%	4%	5%	4%	4%	1%	1%	3%	3%
	Weighted counts	94	37	57	27	16	29	22	36	58	20	35	33	3	3	24	25
	Column Comparisons	-															
Slightly more	% within column	18%	16%	20%	18%	17%	19%	17%	18%	18%	26%	22%	16%	12%	7%	20%	19%
	Weighted counts	528	200	328	176	82	181	89	259	269	106	211	150	40	20	137	162
	Column Comparisons	-		a							C D E	c d E	e				
No change	% within column	64%	69%	59%	63%	62%	66%	64%	65%	63%	56%	61%	66%	71%	71%	63%	64%
	Weighted counts	1,886	889	997	628	302	623	332	935	951	232	592	622	242	198	440	560
	Column Comparisons	-	B										a	a b	a b		
Slightly less	% within column	7%	5%	9%	7%	10%	6%	7%	8%	7%	6%	7%	7%	7%	11%	7%	7%
	Weighted counts	213	59	155	70	48	59	37	109	104	24	70	66	22	30	49	65
	Column Comparisons	-		A													
Much less	% within column	6%	6%	7%	8%	7%	5%	6%	6%	6%	5%	5%	7%	8%	8%	7%	5%
	Weighted counts	189	75	114	82	34	43	30	93	96	21	50	68	27	23	46	47
	Column Comparisons	-			c												
I don't know	% within column	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	2%	1%	2%	2%	1%	1%
	Weighted counts	47	21	26	18	8	12	8	17	30	8	17	11	6	6	4	13
	Column Comparisons	-															
NET: More	% within column	21%	19%	23%	20%	20%	22%	22%	20%	22%	31%	25%	19%	13%	8%	23%	21%
	Weighted counts	622	237	385	203	97	210	111	295	327	126	246	183	43	23	161	187
	Column Comparisons	-		a							C D E	c D E	d E				
NET: Less	% within column	14%	10%	16%	15%	17%	11%	13%	14%	13%	11%	12%	14%	14%	19%	14%	13%
	Weighted counts	402	134	269	152	82	101	67	201	201	46	121	134	49	53	95	112
	Column Comparisons	-		A	c	c											
Effective Column n	% within column																
	Weighted counts	2,064	667	1,397	697	342	662	362	995	1,068	282	692	655	242	193	495	620
Unweighted base	% within column																
	Weighted counts	2,888	933	1,955	976	479	927	506	1,393	1,495	394	969	916	339	270	692	867
Weighted base	% within column																
	Weighted counts	2,957	1,281	1,676	1,002	490	947	518	1,448	1,509	412	975	950	340	281	700	871
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QE11_11: Would you say that you now receive ... more or less often than two years ago?Items requiring a signature		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Much more	% within column	4%	3%	4%	3%	3%	3%	2%	4%	4%	2%	**
	Weighted counts	23	22	59	35	81	6	3	3	77	16	
	Column Comparisons											
Slightly more	% within column	16%	17%	20%	15%	18%	19%	16%	13%	17%	19%	**
	Weighted counts	99	129	310	213	448	45	24	11	380	147	
	Column Comparisons			b								
No change	% within column	66%	62%	63%	65%	63%	65%	65%	68%	65%	61%	**
	Weighted counts	412	475	985	893	1,576	154	96	60	1,411	469	
	Column Comparisons											
Slightly less	% within column	7%	8%	6%	8%	7%	6%	8%	6%	7%	8%	**
	Weighted counts	41	58	101	107	183	14	12	5	151	62	
	Column Comparisons											
Much less	% within column	6%	8%	6%	7%	7%	5%	6%	7%	6%	8%	**
	Weighted counts	37	59	91	96	162	12	9	6	127	60	
	Column Comparisons											
I don't know	% within column	2%	3%	1%	2%	1%	2%	2%	3%	2%	1%	**
	Weighted counts	10	21	16	30	37	4	3	3	37	9	
	Column Comparisons		a		a							
NET: More	% within column	20%	20%	24%	18%	21%	22%	19%	16%	21%	21%	**
	Weighted counts	122	151	369	248	529	51	27	15	458	163	
	Column Comparisons			b								
NET: Less	% within column	13%	15%	12%	15%	14%	11%	14%	13%	13%	16%	**
	Weighted counts	78	117	192	203	345	26	20	11	278	122	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	427	523	1,072	979	1,298	265	249	252	1,412	647	5
Unweighted base	Column Comparisons											
	Weighted counts	597	732	1,500	1,370	1,816	371	349	352	1,976	905	7
Weighted base	Column Comparisons											
	Weighted counts	622	764	1,562	1,374	2,486	235	147	88	2,184	764	10
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, Jun, Aug, Oct & Dec 2017)
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Section F: Costs and Affordability

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating

Yes

% within column

Weighted counts

Column Comparisons

No

% within column

Weighted counts

Column Comparisons

I don't know

% within column

Weighted counts

Column Comparisons

% within column

Effective Column n

Weighted counts

Column Comparisons

Unweighted base

Weighted base

Columns

Demographics																
Methodology			Quarter				Gender		Age					SEG		
Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	
7%	1%	12%	7%	6%	7%	9%	7%	7%	11%	10%	5%	3%	4%	5%	7%	
432	37	395	110	94	97	131	215	216	91	195	103	18	24	72	117	
-		A							C D E	C D E	d					
90%	97%	85%	90%	92%	91%	88%	90%	90%	84%	87%	92%	96%	95%	92%	91%	
5,308	2,458	2,850	1,327	1,333	1,293	1,355	2,597	2,712	693	1,691	1,740	660	524	1,280	1,581	
-	B										A B	A B c	A B	c d	c	
3%	2%	3%	3%	2%	2%	3%	3%	3%	5%	3%	2%	1%	1%	3%	2%	
155	39	116	40	30	35	50	76	79	40	60	43	6	6	38	37	
-		A							c D e	d						
4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238	
5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742	
5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735	
A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes	% within column	9%	8%	8%	6%	7%	7%	10%	5%	7%	8%	**
	Weighted counts	118	126	250	178	362	31	29	9	316	115	
	Column Comparisons	a	a	b				d				
	% within column	88%	89%	89%	91%	90%	91%	87%	93%	90%	90%	**
No	Weighted counts	1,110	1,337	2,721	2,566	4,460	428	256	164	3,963	1,335	
	Column Comparisons								c			
	% within column	3%	3%	2%	3%	3%	3%	3%	2%	3%	3%	**
	Weighted counts	37	43	76	72	130	12	9	4	113	38	
I don't know	Column Comparisons											
	% within column											
	Weighted counts											
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons											
	% within column											
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps

Yes

% within column

Weighted counts

Column Comparisons

% within column

Weighted counts

Column Comparisons

% within column

Weighted counts

Column Comparisons

% within column

Weighted counts

Column Comparisons

Effective Column n

Unweighted base

Weighted base

Columns

		Demographics														
Methodology			Quarter				Gender		Age					SEG		
			Q1	Q2	Q3	Q4			16-24	25-44	45-64	65-74	75+			
Total	CAPI	Online	2017	2017	2017	2017	Male	Female	years	years	years	years	years	AB	C1	
4%	1%	7%	4%	4%	4%	5%	5%	4%	6%	7%	2%	1%	2%	3%	3%	
240	21	219	55	57	53	75	131	109	50	128	47	5	10	45	61	
-		A							C D e	C D E	d					
94%	98%	92%	95%	94%	95%	94%	94%	95%	91%	92%	97%	99%	98%	95%	95%	
5,571	2,495	3,076	1,401	1,377	1,354	1,439	2,716	2,854	750	1,781	1,823	675	542	1,323	1,654	
-	B										A B	A B c	A B			
1%	1%	2%	1%	2%	1%	1%	1%	1%	3%	2%	1%	1%	0%	2%	1%	
85	19	65	22	24	18	21	41	43	26	36	16	4	2	22	20	
-		a							C d e							
4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238	
5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742	
5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735	
A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes	% within column	5%	5%	5%	3%	4%	3%	3%	2%	4%	4%	**
	Weighted counts	60	75	154	85	211	16	10	3	181	57	
	Column Comparisons			B								
No	% within column	93%	94%	94%	95%	94%	95%	95%	97%	94%	95%	**
	Weighted counts	1,182	1,412	2,853	2,688	4,668	450	281	172	4,148	1,411	
	Column Comparisons			a						c	c	
I don't know	% within column	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	**
	Weighted counts	23	19	40	42	73	5	4	2	62	20	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QF2: Giving your best guess, how much do you think a 1st class stamp costs today?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Mean estimated price of a 1st class stamp	Average	.85	.69	.98	.87	.82	.83	.90	.84	.86	1.20	.92	.73	.72	.71
	Column Comparisons	-	A								B C D E	C D E			
	Average		1,384.49	2,966.34	1,029.11	1,014.08	992.84	1,071.65	1,975.77	2,130.76	571.62	1,394.17	1,300.29	476.53	364.88
Effective Column n	Column Comparisons														
Unweighted base		5,776.00	1,838.00	3,938.00	1,447.00	1,426.00	1,396.00	1,507.00	2,779.00	2,997.00	804.00	1,961.00	1,828.00	670.00	513.00
Weighted base		5,895.00	2,534.85	3,360.15	1,478.00	1,457.00	1,425.00	1,535.00	2,888.55	3,006.45	825.30	1,945.35	1,886.40	684.01	553.94
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG				Working status		UK nation				Rurality	
		AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural
													Unkn-own
QF2: Giving your best guess, how much do you think a 1st class stamp costs today?													
Mean estimated price of a 1st class stamp	Average	.89	.84	.88	.81	.87	.83	.86	.88	.81	.75	.87	.81
	Column Comparisons							d	d				**
Effective Column n	Average	972.67	1,238.47	845.39	1,050.44	2,073.29	2,010.76	2,983.07	551.14	533.01	546.81	2,873.97	1,263.21
	Column Comparisons												
Unweighted base		1,368.00	1,742.00	1,189.00	1,477.00	2,916.00	2,828.00	3,627.00	746.00	702.00	701.00	4,004.00	1,760.00
Weighted base		1,389.70	1,734.65	1,264.85	1,505.80	3,046.83	2,815.38	4,951.80	471.60	294.75	176.85	4,391.96	1,488.71
Columns		A	B	C	D	A	B	A	B	C	D	A	B
													C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QF3: Giving your best guess, how much do you think a 2nd class stamp costs today?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Mean estimated price of a 2nd class stamp	Average	.65	.52	.74	.66	.60	.64	.68	.63	.66	.81	.70	.57	.58	.56
	Column Comparisons	-	A								b C D E	C D E			
	Average		1,384.49	2,966.34	1,029.11	1,014.08	992.84	1,071.65	1,975.77	2,130.76	571.62	1,394.17	1,300.29	476.53	364.88
Effective Column n															
Unweighted base		5,776.00	1,838.00	3,938.00	1,447.00	1,426.00	1,396.00	1,507.00	2,779.00	2,997.00	804.00	1,961.00	1,828.00	670.00	513.00
Weighted base		5,895.00	2,534.85	3,360.15	1,478.00	1,457.00	1,425.00	1,535.00	2,888.55	3,006.45	825.30	1,945.35	1,886.40	684.01	553.94
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation			Rurality			
QF3: Giving your best guess, how much do you think a 2nd class stamp costs today?		AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotland	Wales	N. Ireland	Urban	Rural	Unknown
Mean estimated price of a 2nd class stamp		.68	.63	.67	.62	.65	.64	.65	.62	.59	.59	.64	.65	**
Column Comparisons		c d												
Effective Column n		972.67	1,238.47	845.39	1,050.44	2,073.29	2,010.76	2,983.07	551.14	533.01	546.81	2,873.97	1,263.21	8.53
Column Comparisons														
Unweighted base		1,368.00	1,742.00	1,189.00	1,477.00	2,916.00	2,828.00	3,627.00	746.00	702.00	701.00	4,004.00	1,760.00	12.00
Weighted base		1,389.70	1,734.65	1,264.85	1,505.80	3,046.83	2,815.38	4,951.80	471.60	294.75	176.85	4,391.96	1,488.71	14.33
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
QF4: A 1st class stamp currently costs 65p. How would you rate Royal Mail's 1st class service in terms of value for money?																
Very good	% within column	27%	28%	25%	25%	27%	24%	30%	29%	25%	35%	29%	25%	21%	20%	28%
	Weighted counts	1,569	719	850	374	387	346	462	825	744	290	556	468	145	110	387
	Column Comparisons	-	b					a c	b		b C D E	c d e				
Fairly good	% within column	41%	44%	39%	38%	43%	42%	41%	40%	41%	43%	41%	40%	42%	38%	41%
	Weighted counts	2,405	1,110	1,296	559	625	593	629	1,163	1,242	351	794	761	288	211	575
	Column Comparisons	-	B													
Neither good nor poor	% within column	18%	12%	22%	18%	17%	19%	17%	17%	19%	12%	18%	18%	19%	21%	16%
	Weighted counts	1,042	312	730	269	241	277	255	486	556	100	348	348	132	114	222
	Column Comparisons	-		A								a	a	a	a	
Fairly poor	% within column	10%	11%	10%	12%	9%	11%	9%	9%	11%	7%	9%	12%	12%	12%	10%
	Weighted counts	608	274	334	177	133	162	136	266	342	60	173	221	85	68	146
	Column Comparisons	-								a			a b	a b	a	
Very poor	% within column	4%	4%	4%	5%	4%	3%	3%	4%	3%	1%	3%	4%	4%	7%	3%
	Weighted counts	214	93	121	73	60	37	45	120	95	11	54	81	30	38	49
	Column Comparisons	-			c								a	a	A B	
I don't know	% within column	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	0%	0%	2%	1%
	Weighted counts	56	27	30	26	11	10	9	30	26	14	19	7	3	13	11
	Column Comparisons	-									c				C d	
NET: Good	% within column	67%	72%	64%	63%	69%	66%	71%	69%	66%	78%	69%	65%	63%	58%	69%
	Weighted counts	3,975	1,829	2,146	933	1,012	938	1,091	1,988	1,987	641	1,350	1,229	433	321	963
	Column Comparisons	-	B			a		A c			B C D E	c d E	e			
NET: Poor	% within column	14%	14%	14%	17%	13%	14%	12%	13%	15%	9%	12%	16%	17%	19%	14%
	Weighted counts	822	367	455	250	193	199	181	385	437	70	228	303	116	106	194
	Column Comparisons	-			d								A b	A b	A B	c
Effective Column n	% within column															
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973
Unweighted base	% within column															
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368
Weighted base	% within column															
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QF4: A 1st class stamp currently costs 65p. How would you rate Royal Mail's 1st class service in terms of value for money?		Demographics											
		SEG			Working status		UK nation			Rurality			
		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Very good	% within column	26%	28%	25%	29%	24%	26%	27%	27%	33%	27%	24%	**
	Weighted counts	451	354	377	885	679	1,304	127	81	58	1,201	365	
	Column Comparisons				B								
Fairly good	% within column	42%	40%	39%	41%	41%	41%	46%	37%	40%	42%	38%	**
	Weighted counts	727	510	593	1,255	1,141	2,006	219	110	71	1,841	561	
	Column Comparisons							c			b		
Neither good nor poor	% within column	17%	20%	17%	17%	18%	18%	11%	18%	17%	17%	21%	**
	Weighted counts	301	257	263	514	516	906	54	52	30	725	311	
	Column Comparisons						b		b	b		a	
Fairly poor	% within column	10%	8%	12%	9%	12%	10%	11%	11%	7%	10%	12%	**
	Weighted counts	180	99	183	279	327	508	53	34	13	429	177	
	Column Comparisons			c		a							
Very poor	% within column	4%	3%	5%	3%	4%	4%	3%	6%	2%	3%	4%	**
	Weighted counts	62	33	70	96	117	181	13	17	3	153	61	
	Column Comparisons								b d				
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	**
	Weighted counts	13	12	20	18	36	46	7	2	2	42	14	
	Column Comparisons					a							
NET: Good	% within column	68%	68%	64%	70%	65%	67%	73%	65%	73%	69%	62%	**
	Weighted counts	1,178	864	970	2,140	1,820	3,311	346	190	128	3,042	926	
	Column Comparisons				B			a c		c	B		
NET: Poor	% within column	14%	10%	17%	12%	16%	14%	14%	17%	9%	13%	16%	**
	Weighted counts	242	132	253	375	444	690	66	50	17	582	238	
	Column Comparisons	c		C		a			d				
Effective Column n	% within column												
	Weighted counts	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons												
	Weighted counts	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons												
	Weighted counts	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QF5: A 2nd class stamp currently costs 56p. How would you rate Royal Mail's 2nd class service in terms of value for money?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Very good	% within column	22%	25%	21%	23%	22%	18%	26%	24%	21%	26%	24%	22%	17%	19%	23%	21%
	Weighted counts	1,315	624	691	336	327	260	392	691	624	214	462	419	117	103	318	372
	Column Comparisons	-	b		c	c		C	b		d e	d	d				
Fairly good	% within column	37%	39%	35%	35%	37%	39%	37%	35%	38%	39%	38%	34%	39%	36%	38%	38%
	Weighted counts	2,173	994	1,180	514	534	557	568	1,017	1,157	320	734	651	268	201	525	654
	Column Comparisons	-	b							a							
Neither good nor poor	% within column	20%	15%	25%	19%	22%	23%	18%	20%	21%	18%	20%	21%	22%	20%	20%	19%
	Weighted counts	1,208	382	825	286	317	329	276	583	625	150	392	403	150	113	283	336
	Column Comparisons	-		A			d										
Fairly poor	% within column	14%	14%	13%	15%	12%	14%	13%	14%	14%	12%	12%	15%	14%	17%	12%	15%
	Weighted counts	812	363	449	229	179	202	202	391	421	100	240	285	95	92	163	262
	Column Comparisons	-															a
Very poor	% within column	6%	5%	6%	6%	6%	5%	6%	6%	5%	4%	5%	6%	7%	7%	7%	6%
	Weighted counts	330	137	193	93	87	65	85	181	149	31	96	117	46	40	93	97
	Column Comparisons	-														c	c
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	57	35	22	21	13	12	12	26	31	10	21	12	8	6	7	15
	Column Comparisons	-	b														
NET: Good	% within column	59%	64%	56%	57%	59%	57%	63%	59%	59%	65%	61%	57%	56%	55%	61%	59%
	Weighted counts	3,488	1,617	1,871	849	862	817	960	1,708	1,780	534	1,196	1,069	385	303	843	1,026
	Column Comparisons	-	B								c d e	c e					
NET: Poor	% within column	19%	20%	19%	22%	18%	19%	19%	20%	19%	16%	17%	21%	21%	24%	18%	21%
	Weighted counts	1,142	500	642	322	265	268	287	572	570	131	336	402	141	131	256	358
	Column Comparisons	-											a b		a b		c
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Unweighted base	% within column																
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base	% within column																
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QF5: A 2nd class stamp currently costs 56p. How would you rate Royal Mail's 2nd class service in terms of value for money?		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Very good	% within column	23%	22%	24%	20%	22%	21%	20%	28%	22%	22%	**
	Weighted counts	293	332	746	565	1,108	100	58	49	982	330	
	Column Comparisons			B					c			
Fairly good	% within column	37%	35%	37%	37%	37%	42%	34%	38%	38%	33%	**
	Weighted counts	474	521	1,132	1,030	1,811	196	99	67	1,677	491	
	Column Comparisons						c			b		
Neither good nor poor	% within column	23%	20%	20%	21%	21%	17%	21%	20%	20%	23%	**
	Weighted counts	288	301	609	586	1,030	80	63	35	863	340	
	Column Comparisons											
Fairly poor	% within column	12%	16%	12%	15%	14%	13%	17%	10%	13%	15%	**
	Weighted counts	151	236	372	436	683	63	49	17	585	226	
	Column Comparisons		a c		a			d				
Very poor	% within column	3%	6%	5%	6%	6%	5%	8%	4%	5%	6%	**
	Weighted counts	44	97	162	168	278	22	23	7	240	89	
	Column Comparisons		c					d				
I don't know	% within column	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	**
	Weighted counts	16	19	26	30	42	10	2	2	45	13	
	Column Comparisons											
NET: Good	% within column	61%	57%	62%	57%	59%	63%	53%	66%	61%	55%	**
	Weighted counts	766	853	1,878	1,595	2,919	296	158	116	2,659	821	
	Column Comparisons			b			c		C	b		
NET: Poor	% within column	15%	22%	18%	21%	19%	18%	24%	13%	19%	21%	**
	Weighted counts	195	333	534	604	961	85	72	24	825	315	
	Column Comparisons		C		a			b D				
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																			
		Method-ology		Quarter				Gender		Age					SEG				Working status		
		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing
QF6: It currently costs £1.17 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?	% within column	11%	18%	7%	17%	12%	9%	6%	11%	11%	12%	13%	9%	7%	**	12%	11%	11%	11%	13%	9%
	Weighted counts	20	12	7	8	5	4	3	9	11	2	9	6	1		4	7	4	4	12	7
	Column Comparisons	-	B		d																
Very good	% within column	20%	22%	19%	18%	20%	22%	21%	23%	18%	18%	20%	22%	16%	**	16%	23%	18%	22%	21%	18%
	Weighted counts	36	15	21	8	9	9	10	18	18	3	13	15	2		6	15	7	9	20	15
	Column Comparisons	-																			
Fairly good	% within column	16%	11%	19%	18%	16%	13%	16%	17%	15%	19%	17%	17%	11%	**	10%	16%	22%	16%	17%	15%
	Weighted counts	28	8	21	8	7	5	8	14	15	4	11	12	2		4	10	8	6	16	12
	Column Comparisons	-		a																	
Neither good nor poor	% within column	27%	16%	34%	20%	30%	29%	28%	23%	30%	29%	27%	25%	29%	**	39%	23%	26%	22%	27%	27%
	Weighted counts	48	11	37	9	13	12	14	18	30	6	18	17	5		14	15	9	9	26	22
	Column Comparisons	-		A					a							b d					
Fairly poor	% within column	21%	22%	21%	22%	18%	21%	24%	23%	20%	16%	20%	21%	30%	**	21%	21%	19%	23%	18%	25%
	Weighted counts	38	15	23	10	8	9	11	19	19	3	13	14	5		8	14	7	9	17	21
	Column Comparisons	-																		a	
Very poor	% within column	5%	11%	1%	6%	3%	7%	5%	3%	6%	7%	3%	6%	6%	**	2%	6%	4%	7%	4%	7%
	Weighted counts	9	7	1	2	1	3	2	3	6	1	2	4	1		1	4	1	3	3	5
	Column Comparisons	-	B																		
I don't know	% within column	31%	40%	26%	35%	33%	31%	26%	34%	29%	30%	34%	31%	23%	**	27%	33%	29%	32%	35%	27%
	Weighted counts	55	27	29	15	14	13	12	27	28	6	22	21	4		10	22	10	13	33	22
	Column Comparisons	-	B																	b	
NET: Good	% within column	48%	38%	54%	42%	48%	50%	53%	46%	50%	44%	47%	46%	60%	**	60%	45%	46%	45%	45%	52%
	Weighted counts	86	25	60	18	21	21	25	37	49	9	31	31	9		22	29	16	18	43	43
	Column Comparisons	-		A												b d					
Effective Column n	% within column																				
	Weighted counts	604	174	430	152	150	150	152	272	332	69	233	226	49	27	128	221	120	135	316	285
	Column Comparisons																				
Unweighted base	% within column	702	202	500	177	174	174	177	316	386	80	271	263	57	31	149	257	139	157	367	331
	Weighted counts	178	67	111	44	44	43	47	80	98	20	65	68	15	11	37	65	36	41	95	83
	Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents in Northern Ireland
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics						
		UK nation			Rurality			
QF6: It currently costs £1.17 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?		NET: Engl- and	NET: Scotl- and	N. Ire- and	Urban	Rural	Unknown	
	% within column	**	**	**	11%	12%	10%	**
Very good	Weighted counts				20	12	7	
	Column Comparisons				-			
	% within column	**	**	**	20%	22%	18%	**
Fairly good	Weighted counts				36	23	13	
	Column Comparisons				-			
	% within column	**	**	**	15%	11%	22%	**
Neither good nor poor	Weighted counts				27	12	16	
	Column Comparisons				-		A	
	% within column	**	**	**	27%	28%	25%	**
Fairly poor	Weighted counts				48	29	19	
	Column Comparisons				-			
	% within column	**	**	**	21%	21%	21%	**
Very poor	Weighted counts				38	22	15	
	Column Comparisons				-			
	% within column	**	**	**	5%	6%	4%	**
I don't know	Weighted counts				9	6	3	
	Column Comparisons				-			
	% within column	**	**	**	31%	34%	27%	**
NET: Good	Weighted counts				55	35	20	
	Column Comparisons				-			
	% within column	**	**	**	49%	49%	46%	**
NET: Poor	Weighted counts				86	52	34	
	Column Comparisons				-			
	% within column							
Effective Column n	Weighted counts	1	0	0	603	357	247	0
	Column Comparisons							
Unweighted base		1	0	0	701	415	287	0
Weighted base		1	0	0	177	105	73	0
Columns		A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents in Northern Ireland
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QF7: Tendency to use 1st or 2nd class postage for letters and cards		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
1st class – all the time	% within column	30%	39%	24%	28%	32%	34%	26%	32%	29%	28%	34%	33%	25%
	Weighted counts	1,770	977	793	414	469	486	401	910	859	234	656	621	170
	Column Comparisons	-	B			d	a D		b		E	a D E	d E	e
1st class – most of the time	% within column	23%	22%	24%	23%	23%	22%	24%	23%	23%	22%	27%	23%	22%
	Weighted counts	1,353	549	805	338	341	312	363	666	687	185	520	431	148
	Column Comparisons	-									E	c E	E	e
1st and 2nd class in equal amounts	% within column	18%	18%	18%	18%	16%	17%	19%	17%	18%	19%	17%	17%	20%
	Weighted counts	1,043	454	588	264	232	247	299	494	549	159	334	316	134
	Column Comparisons	-												
2nd class – most of the time	% within column	19%	12%	24%	21%	17%	18%	21%	18%	20%	14%	13%	20%	25%
	Weighted counts	1,138	315	823	307	249	253	329	524	614	113	260	376	170
	Column Comparisons	-		A									a B	A B c
2nd class – all the time	% within column	5%	4%	7%	5%	6%	5%	5%	5%	6%	4%	4%	5%	7%
	Weighted counts	314	89	225	80	87	67	80	133	181	36	78	88	49
	Column Comparisons	-		A						a				b
I never send letters or cards	% within column	4%	4%	3%	4%	4%	4%	3%	5%	3%	10%	4%	2%	1%
	Weighted counts	216	108	108	54	56	54	52	133	83	82	71	44	8
	Column Comparisons	-							b		B C D E	d		
I don't know	% within column	1%	2%	1%	1%	2%	0%	1%	1%	1%	2%	1%	1%	1%
	Weighted counts	61	43	18	21	23	7	10	29	32	16	26	10	5
	Column Comparisons	-	B								c			
NET: (Mostly) 1st class	% within column	53%	60%	48%	51%	56%	56%	50%	55%	51%	51%	60%	56%	47%
	Weighted counts	3,123	1,526	1,597	752	810	797	764	1,576	1,547	419	1,176	1,052	318
	Column Comparisons	-	B			a d	a d		b		E	A c D E	a D E	E
NET: (Mostly) 2nd class	% within column	25%	16%	31%	26%	23%	22%	27%	23%	26%	18%	17%	25%	32%
	Weighted counts	1,452	404	1,048	387	336	320	409	657	796	149	338	464	218
	Column Comparisons	-		A						a			a B	A B c
Effective Column n	% within column													
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476
	Column Comparisons													
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation			Rurality		
QF7: Tendency to use 1st or 2nd class postage for letters and cards		75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
1st class – all the time	% within column	16%	29%	28%	31%	32%	34%	26%	31%	27%	28%	28%	33%	22%
	Weighted counts	88	405	488	393	483	1,030	729	1,512	125	83	50	1,435	331
	Column Comparisons						B						B	
1st class – most of the time	% within column	13%	24%	23%	24%	22%	26%	20%	23%	25%	25%	24%	23%	23%
	Weighted counts	70	327	394	304	329	780	567	1,119	117	75	43	1,015	338
	Column Comparisons						B							
1st and 2nd class in equal amounts	% within column	18%	17%	18%	18%	18%	17%	18%	18%	16%	16%	21%	17%	19%
	Weighted counts	99	235	318	225	265	532	506	880	78	47	38	763	277
	Column Comparisons													
2nd class – most of the time	% within column	40%	23%	21%	17%	16%	15%	24%	19%	20%	19%	18%	17%	26%
	Weighted counts	219	320	356	217	245	442	688	952	96	57	33	756	381
	Column Comparisons	A B C D	c D	d				A						A
2nd class – all the time	% within column	11%	4%	7%	5%	5%	4%	6%	5%	5%	7%	5%	5%	7%
	Weighted counts	63	59	116	65	74	136	178	261	25	20	8	207	106
	Column Comparisons	A B C						a						a
I never send letters or cards	% within column	2%	3%	3%	4%	6%	3%	4%	4%	6%	3%	2%	4%	3%
	Weighted counts	12	36	52	45	84	103	112	173	28	10	4	175	40
	Column Comparisons					a b								
I don't know	% within column	1%	0%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
	Weighted counts	3	7	12	16	27	24	36	54	3	2	2	41	15
	Column Comparisons					a b								
NET: (Mostly) 1st class	% within column	28%	53%	51%	55%	54%	59%	46%	53%	51%	53%	52%	56%	45%
	Weighted counts	158	732	882	698	811	1,810	1,296	2,631	242	158	92	2,450	669
	Column Comparisons						B						B	
NET: (Mostly) 2nd class	% within column	51%	27%	27%	22%	21%	19%	31%	25%	26%	26%	23%	22%	33%
	Weighted counts	282	380	472	282	319	578	866	1,214	121	78	41	963	488
	Column Comparisons	A B C D	c d	c d				A						A
Effective Column n	% within column													
	Weighted counts	365	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251
	Column Comparisons													
Unweighted base		513	1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760
Weighted base		554	1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn-own
QF7: Tendency to use 1st or 2nd class postage for letters and cards	% within column	**
1st class – all the time	Weighted counts	
	Column Comparisons	
	% within column	**
1st class – most of the time	Weighted counts	
	Column Comparisons	
	% within column	**
1st and 2nd class in equal amounts	Weighted counts	
	Column Comparisons	
	% within column	**
2nd class – most of the time	Weighted counts	
	Column Comparisons	
	% within column	**
2nd class – all the time	Weighted counts	
	Column Comparisons	
	% within column	**
I never send letters or cards	Weighted counts	
	Column Comparisons	
	% within column	**
I don't know	Weighted counts	
	Column Comparisons	
	% within column	**
NET: (Mostly) 1st class	Weighted counts	
	Column Comparisons	
	% within column	**
NET: (Mostly) 2nd class	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	9
	Column Comparisons	
Unweighted base		12
Weighted base		14
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Speed of delivery	% within column	76%	77%	74%	78%	78%	71%	77%	75%	76%	71%	75%	77%	81%	80%
	Weighted counts	2,370	1,182	1,189	583	630	566	591	1,189	1,181	300	879	808	257	126
	Column Comparisons	-			c	c		c							
What stamps I have to hand	% within column	16%	14%	18%	13%	15%	18%	16%	16%	15%	16%	16%	15%	14%	22%
	Weighted counts	491	207	284	99	125	141	125	252	238	66	184	160	46	34
	Column Comparisons	-		a											
Security (i.e. that items sent will reach their destination intact)	% within column	13%	10%	16%	11%	14%	13%	16%	13%	14%	20%	15%	10%	10%	16%
	Weighted counts	415	154	261	79	114	100	122	207	209	82	176	102	31	25
	Column Comparisons	-		A							C d	c			
Value for money	% within column	15%	14%	17%	13%	20%	14%	15%	18%	13%	25%	17%	12%	10%	9%
	Weighted counts	479	212	267	99	159	108	113	276	203	105	202	127	32	14
	Column Comparisons	-				a c			b		b C D E	c d e			
Value of the item to be sent	% within column	13%	12%	13%	11%	15%	12%	12%	14%	11%	21%	15%	10%	5%	4%
	Weighted counts	397	187	210	85	124	96	91	228	169	86	179	110	15	7
	Column Comparisons	-							b		b C D E	c D e	d e		
I don't want others to think that I don't want to use a 1st class stamp	% within column	5%	4%	5%	7%	3%	6%	3%	5%	5%	7%	4%	5%	1%	7%
	Weighted counts	148	63	85	52	24	50	22	72	76	29	52	53	4	10
	Column Comparisons	-			b d		b d				d		d		d
Other	% within column	2%	2%	2%	2%	2%	1%	2%	2%	2%	0%	1%	3%	3%	0%
	Weighted counts	56	31	25	17	16	12	12	27	28	0	17	28	11	0
	Column Comparisons	-											a	a	
No particular reason	% within column	3%	3%	3%	2%	3%	5%	2%	3%	3%	3%	3%	3%	3%	2%
	Weighted counts	95	44	52	16	25	38	17	45	50	12	34	35	11	3
	Column Comparisons	-													
I don't know	% within column	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%	0%
	Weighted counts	18	8	10	5	7	5	1	5	13	5	5	9	0	0
	Column Comparisons	-													
Effective Column n	Weighted counts	2,132	798	1,334	504	539	551	538	1,020	1,112	272	839	709	200	111
	Column Comparisons														
Unweighted base		2,974	1,113	1,861	703	752	769	750	1,423	1,551	380	1,171	989	279	155
Weighted base		3,123	1,526	1,597	752	810	797	764	1,576	1,547	419	1,176	1,052	318	158

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who tend to use 1st class post for sending letters or cards

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Speed of delivery	% within column	70%	80%	74%	78%	74%	78%	76%	77%	76%	80%	76%	77%	**
	Weighted counts	514	703	519	635	1,346	1,013	1,989	187	120	74	1,850	517	
	Column Comparisons		A		a		a							
What stamps I have to hand	% within column	19%	16%	17%	11%	16%	15%	16%	13%	12%	9%	15%	17%	**
	Weighted counts	141	138	121	91	292	198	431	32	19	8	379	111	
	Column Comparisons	D		d										
Security (i.e. that items sent will reach their destination intact)	% within column	13%	14%	14%	13%	14%	12%	14%	11%	10%	19%	14%	12%	**
	Weighted counts	93	121	96	105	258	157	355	28	15	17	338	78	
	Column Comparisons										c			
Value for money	% within column	17%	15%	16%	14%	16%	14%	16%	15%	11%	12%	17%	10%	**
	Weighted counts	123	131	112	113	296	180	414	36	17	11	408	70	
	Column Comparisons											b		
Value of the item to be sent	% within column	15%	10%	14%	13%	14%	11%	13%	11%	6%	17%	14%	9%	**
	Weighted counts	108	87	95	107	251	142	343	28	10	16	336	60	
	Column Comparisons										C	b		
I don't want others to think that I don't want to use a 1st class stamp	% within column	5%	5%	5%	5%	5%	4%	5%	4%	4%	4%	5%	4%	**
	Weighted counts	34	42	32	40	91	56	128	10	7	4	122	25	
	Column Comparisons													
Other	% within column	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	3%	**
	Weighted counts	12	17	11	16	32	23	46	6	3	1	38	18	
	Column Comparisons													
No particular reason	% within column	4%	3%	3%	3%	3%	3%	3%	4%	6%	2%	3%	4%	**
	Weighted counts	28	23	21	23	55	38	75	9	9	1	68	27	
	Column Comparisons													
I don't know	% within column	0%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	0%	**
	Weighted counts	3	5	6	5	8	11	16	1	0	1	16	2	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	487	609	464	571	1,212	910	1,336	275	265	257	1,560	569	3
	Column Comparisons													
Unweighted base		680	850	647	797	1,691	1,269	1,863	384	369	358	2,176	794	4
Weighted base		732	882	698	811	1,810	1,296	2,631	242	158	92	2,450	669	5

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who tend to use 1st class post for sending letters or cards

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who tend to use 1st class post for sending letters or cards

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time?	Demographics												
	SEG				Working status		UK nation				Rurality		
	AB	C1	C2	DE	Work- ing	Not working	NET:	NET:	Wales	N. Ireland	Urban	Rural	Unkn- own
							Engl- and	Scotl- and					
Columns	A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who tend to use 1st class post for sending letters or cards
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Cost of postage	% within column	51%	43%	55%	51%	56%	50%	48%	46%	55%	51%	50%	52%	46%	54%
	Weighted counts	1,269	371	898	330	316	286	337	535	734	157	339	403	164	207
	Column Comparisons	-		A						A					
Speed of delivery	% within column	41%	39%	43%	45%	40%	42%	39%	42%	41%	46%	42%	41%	45%	35%
	Weighted counts	1,034	338	695	291	228	237	278	487	547	142	286	317	157	132
	Column Comparisons	-													
What stamps I have to hand	% within column	24%	22%	25%	22%	23%	26%	25%	26%	22%	24%	25%	29%	16%	21%
	Weighted counts	598	191	407	144	132	146	175	298	300	73	169	222	55	78
	Column Comparisons	-										d	D e		
Value of the item to be sent	% within column	20%	16%	22%	20%	20%	17%	22%	18%	22%	29%	27%	16%	14%	13%
	Weighted counts	492	141	352	130	112	98	153	203	290	89	181	127	48	48
	Column Comparisons	-		a						a	C D E	C D E			
Security (i.e. that items sent will reach their destination intact)	% within column	9%	5%	11%	7%	9%	7%	11%	8%	9%	19%	11%	5%	5%	6%
	Weighted counts	216	42	174	47	52	42	75	90	125	60	75	42	16	24
	Column Comparisons	-		A							b C D E	C d e			
I don't want others to think that I don't want to use a 1st class stamp	% within column	3%	3%	2%	2%	2%	1%	4%	2%	3%	2%	3%	2%	1%	3%
	Weighted counts	63	24	39	13	13	7	29	28	34	6	23	19	5	10
	Column Comparisons	-													
Other	% within column	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	2%	2%
	Weighted counts	35	21	15	9	5	6	17	20	16	2	4	13	8	9
	Column Comparisons	-	b												
No particular reason	% within column	5%	7%	3%	3%	5%	4%	6%	6%	4%	3%	4%	5%	8%	4%
	Weighted counts	114	60	53	19	27	25	42	64	50	9	25	37	27	15
	Column Comparisons	-	B												
I don't know	% within column	1%	1%	1%	1%	1%	0%	1%	1%	0%	2%	1%	0%	1%	0%
	Weighted counts	18	5	13	5	6	2	6	11	7	7	4	3	3	1
	Column Comparisons	-													
Effective Column n															
		Weighted counts	1,795	428	1,367	483	425	402	485	860	936	230	502	554	242
		Column Comparisons													
Unweighted base															
		Weighted counts	2,548	608	1,940	686	603	570	689	1,220	1,328	327	712	787	344
Weighted base															
		Weighted counts	2,495	859	1,636	651	568	567	708	1,150	1,345	308	673	780	381

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?		AB	C1	C2	DE	Work- ing	Not working							
Cost of postage	% within column	50%	50%	53%	51%	51%	51%	50%	54%	54%	61%	49%	55%	**
	Weighted counts	306	393	271	300	563	702	1,048	107	67	47	851	417	
	Column Comparisons													
Speed of delivery	% within column	49%	42%	40%	34%	40%	43%	41%	47%	38%	43%	41%	42%	**
	Weighted counts	304	328	204	198	447	583	860	93	47	34	715	317	
	Column Comparisons	b c D	d											
What stamps I have to hand	% within column	20%	26%	25%	25%	26%	22%	24%	22%	19%	22%	25%	22%	**
	Weighted counts	125	202	124	147	288	308	512	44	24	17	425	170	
	Column Comparisons													
Value of the item to be sent	% within column	18%	20%	20%	21%	24%	16%	20%	20%	16%	26%	21%	18%	**
	Weighted counts	110	159	103	120	267	224	413	39	20	20	356	134	
	Column Comparisons					B								
Security (i.e. that items sent will reach their destination intact)	% within column	9%	8%	8%	9%	10%	8%	9%	9%	7%	10%	9%	8%	**
	Weighted counts	53	67	42	54	107	105	181	18	8	8	151	65	
	Column Comparisons													
I don't want others to think that I don't want to use a 1st class stamp	% within column	2%	3%	2%	2%	3%	2%	3%	4%	1%	1%	3%	2%	**
	Weighted counts	15	26	9	12	38	25	54	7	1	1	46	17	
	Column Comparisons					b								
Other	% within column	2%	1%	1%	1%	1%	2%	1%	1%	3%	1%	1%	1%	**
	Weighted counts	13	10	5	8	10	26	28	2	4	1	25	10	
	Column Comparisons													
No particular reason	% within column	3%	3%	6%	7%	5%	4%	5%	2%	4%	2%	4%	5%	**
	Weighted counts	21	25	29	38	54	59	103	4	5	2	77	36	
	Column Comparisons													
I don't know	% within column	0%	1%	0%	1%	1%	1%	1%	0%	1%	2%	1%	1%	**
	Weighted counts	2	7	2	7	6	9	15	0	1	2	14	5	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	461	584	345	405	790	994	1,133	223	216	224	1,150	642	3
	Column Comparisons													
Unweighted base	% within column													
	Weighted counts	655	829	489	575	1,122	1,411	1,608	316	306	318	1,633	911	4
	Column Comparisons													

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 2 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?	Demographics													
	Methodology			Quarter				Gender		Age				
	Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Weighted base	2,495	859	1,636	651	568	567	708	1,150	1,345	308	673	780	353	381
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps?	Demographics												
	SEG				Working status		UK nation				Rurality		
	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Weighted base	615	789	507	584	1,110	1,372	2,093	198	125	78	1,726	765	4
Columns	A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 4 of 4

Section G: Satisfaction with the Postal Service

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very reliant	% within column	39%	49%	32%	37%	42%	40%	37%	36%	42%	27%	36%	43%	46%	47%
	Weighted counts	2,298	1,231	1,067	550	607	570	571	1,026	1,272	222	698	809	311	258
	Column Comparisons	-	B							A		A	A B	A B	A B
Fairly reliant	% within column	37%	32%	41%	37%	37%	37%	38%	38%	37%	39%	37%	37%	38%	38%
	Weighted counts	2,201	820	1,381	544	538	529	589	1,091	1,110	321	713	695	260	212
	Column Comparisons	-		A											
Neither reliant nor not reliant	% within column	13%	8%	17%	14%	13%	12%	13%	15%	11%	17%	15%	11%	10%	8%
	Weighted counts	754	198	556	204	182	168	200	424	330	137	293	215	66	43
	Column Comparisons	-		A					B		c d E	c d E			
Not very reliant	% within column	7%	7%	7%	7%	7%	7%	8%	8%	6%	10%	8%	7%	5%	4%
	Weighted counts	420	189	231	108	95	100	118	233	187	81	155	128	37	19
	Column Comparisons	-							b		c d E	e	e		
Not at all reliant	% within column	3%	3%	3%	4%	2%	3%	3%	4%	3%	6%	4%	2%	1%	3%
	Weighted counts	182	86	95	57	27	50	48	101	81	47	73	34	9	18
	Column Comparisons	-			b						C D	c d			
I don't know	% within column	1%	0%	1%	1%	1%	1%	1%	0%	1%	2%	1%	0%	0%	0%
	Weighted counts	40	11	29	15	8	8	9	14	26	17	14	7	0	3
	Column Comparisons	-									b C d				
NET: Reliant	% within column	76%	81%	73%	74%	79%	77%	76%	73%	79%	66%	72%	80%	84%	85%
	Weighted counts	4,499	2,051	2,448	1,094	1,145	1,099	1,161	2,117	2,382	544	1,410	1,504	571	470
	Column Comparisons	-	B							A		a	A B	A B	A B c
NET: Not reliant	% within column	10%	11%	10%	11%	8%	11%	11%	12%	9%	15%	12%	9%	7%	7%
	Weighted counts	602	275	327	165	122	150	165	334	268	128	229	161	47	38
	Column Comparisons	-							b		b C D E	c d e			
Effective Column n	% within column														
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365
Column Comparisons															
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards		Demographics												
		SEG				Working status		UK nation				Rurality		
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Very reliant	% within column	41%	40%	35%	39%	37%	41%	40%	32%	36%	48%	39%	38%	**
	Weighted counts	574	692	448	584	1,142	1,149	1,959	149	105	84	1,731	565	
	Column Comparisons						a	b			B C			
Fairly reliant	% within column	37%	36%	42%	35%	37%	38%	37%	43%	37%	38%	37%	38%	**
	Weighted counts	516	630	525	530	1,131	1,062	1,823	202	109	67	1,636	564	
	Column Comparisons			b d										
Neither reliant nor not reliant	% within column	12%	12%	14%	13%	14%	11%	13%	12%	13%	8%	12%	14%	**
	Weighted counts	164	216	173	201	428	315	646	55	39	14	546	204	
	Column Comparisons					b				d				
Not very reliant	% within column	6%	8%	6%	8%	8%	7%	7%	11%	10%	4%	7%	7%	**
	Weighted counts	88	139	78	114	231	188	333	50	30	8	311	107	
	Column Comparisons							a d		D				
Not at all reliant	% within column	2%	3%	3%	4%	3%	3%	3%	3%	3%	2%	3%	3%	**
	Weighted counts	34	48	34	66	101	80	157	12	9	3	136	43	
	Column Comparisons													
I don't know	% within column	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	0%	**
	Weighted counts	14	9	7	10	14	22	34	3	3	1	32	6	
	Column Comparisons													
NET: Reliant	% within column	78%	76%	77%	74%	75%	79%	76%	74%	73%	86%	77%	76%	**
	Weighted counts	1,090	1,322	973	1,114	2,273	2,211	3,782	351	214	152	3,367	1,129	
	Column Comparisons						a				a B C	C	C	
NET: Not reliant	% within column	9%	11%	9%	12%	11%	10%	10%	13%	13%	6%	10%	10%	**
	Weighted counts	122	187	112	181	332	268	490	62	39	10	447	150	
	Column Comparisons								d	D				
Effective Column n	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons													
Unweighted base		1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Very reliant	% within column	41%	47%	37%	41%	41%	40%	41%	38%	44%	37%	43%	43%	40%	36%	43%
	Weighted counts	2,414	1,185	1,229	607	601	570	636	1,105	1,309	302	827	811	274	199	593
	Column Comparisons	-	B							A		a	a e			
Fairly reliant	% within column	38%	34%	41%	37%	38%	39%	38%	39%	37%	41%	38%	38%	37%	36%	40%
	Weighted counts	2,237	857	1,379	550	560	549	577	1,122	1,115	335	739	712	250	200	552
	Column Comparisons	-		A												
Neither reliant nor not reliant	% within column	12%	9%	15%	11%	13%	13%	13%	14%	11%	12%	12%	12%	12%	15%	10%
	Weighted counts	731	233	498	168	190	180	193	407	324	100	238	226	83	84	139
	Column Comparisons	-		A					b							
Not very reliant	% within column	5%	6%	4%	5%	5%	5%	5%	5%	5%	6%	4%	5%	7%	5%	5%
	Weighted counts	304	156	148	81	68	77	79	151	154	48	83	94	50	30	64
	Column Comparisons	-	b													
Not at all reliant	% within column	3%	3%	2%	3%	2%	3%	2%	3%	3%	3%	2%	2%	4%	7%	2%
	Weighted counts	154	82	72	50	27	41	36	79	75	22	42	30	24	37	31
	Column Comparisons	-	b											c	a B C	
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0%	1%	1%
	Weighted counts	55	21	33	21	11	9	14	25	30	19	16	13	3	4	11
	Column Comparisons	-									b c d					
NET: Reliant	% within column	79%	81%	78%	78%	80%	79%	79%	77%	81%	77%	81%	81%	77%	72%	82%
	Weighted counts	4,651	2,042	2,608	1,158	1,162	1,119	1,213	2,227	2,424	637	1,567	1,524	524	400	1,146
	Column Comparisons	-	b							a		e	e			c d
NET: Not reliant	% within column	8%	9%	7%	9%	6%	8%	8%	8%	8%	8%	6%	7%	11%	12%	7%
	Weighted counts	458	238	220	131	94	118	115	229	229	70	125	124	74	66	95
	Column Comparisons	-	B											b c	B c	
Effective Column n	% within column															
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973
Column Comparisons																
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation			Rurality			
QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Very reliant	% within column	43%	40%	39%	42%	40%	41%	35%	42%	48%	42%	39%	**
	Weighted counts	739	500	582	1,282	1,121	2,042	163	123	86	1,834	576	
	Column Comparisons						b		b	B c			
Fairly reliant	% within column	36%	38%	38%	39%	37%	37%	46%	36%	35%	38%	39%	**
	Weighted counts	633	482	570	1,191	1,040	1,852	217	106	61	1,657	577	
	Column Comparisons							a c d					
Neither reliant nor not reliant	% within column	14%	14%	12%	12%	13%	13%	9%	11%	8%	12%	13%	**
	Weighted counts	234	178	180	368	353	640	43	34	14	538	189	
	Column Comparisons	a	a										
Not very reliant	% within column	5%	5%	6%	4%	6%	5%	7%	6%	2%	5%	6%	**
	Weighted counts	86	59	96	126	176	250	34	17	3	219	85	
	Column Comparisons					a		d	d				
Not at all reliant	% within column	2%	3%	4%	2%	3%	3%	2%	4%	3%	2%	3%	**
	Weighted counts	31	37	55	59	94	126	11	12	5	101	52	
	Column Comparisons			b		a							
I don't know	% within column	1%	1%	2%	1%	1%	1%	1%	1%	4%	1%	1%	**
	Weighted counts	11	10	23	21	32	41	5	2	7	43	11	
	Column Comparisons									a b C			
NET: Reliant	% within column	79%	78%	76%	81%	77%	79%	80%	78%	83%	79%	77%	**
	Weighted counts	1,372	981	1,152	2,473	2,161	3,894	380	230	147	3,491	1,153	
	Column Comparisons				B						c	c	
NET: Not reliant	% within column	7%	8%	10%	6%	10%	8%	9%	10%	5%	7%	9%	**
	Weighted counts	117	96	151	185	269	376	44	29	8	320	136	
	Column Comparisons			a b		A		d	d				
Effective Column n	% within column												
	Weighted counts	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons												
	Weighted counts	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons												
	Weighted counts	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics													
QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?			Methodology			Quarter				Gender		Age				
			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	32%	43%	23%	30%	33%	30%	33%	32%	31%	31%	31%	33%	32%	30%	
	Weighted counts	1,864	1,099	766	444	479	428	513	938	927	255	604	622	216	167	
	Column Comparisons	-	B													
Fairly satisfied	% within column	45%	42%	47%	43%	44%	48%	45%	44%	45%	48%	46%	44%	44%	42%	
	Weighted counts	2,652	1,074	1,578	637	640	680	696	1,285	1,367	393	896	829	302	232	
	Column Comparisons	-		a												
Neither satisfied nor dissatisfied	% within column	15%	8%	19%	15%	15%	15%	14%	13%	16%	13%	15%	14%	16%	17%	
	Weighted counts	861	208	653	215	223	212	211	389	472	107	289	263	110	92	
	Column Comparisons	-		A						a						
Fairly dissatisfied	% within column	6%	3%	8%	8%	5%	5%	5%	6%	6%	4%	5%	6%	6%	8%	
	Weighted counts	343	85	257	123	74	71	74	170	172	34	102	119	44	43	
	Column Comparisons	-		A	b c d											
Very dissatisfied	% within column	2%	1%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	3%	
	Weighted counts	106	35	71	27	30	23	26	70	36	7	28	43	12	17	
	Column Comparisons	-							b							
I don't know	% within column	1%	1%	1%	2%	1%	1%	1%	1%	1%	3%	1%	1%	0%	0%	
	Weighted counts	69	34	35	32	11	11	15	36	33	29	25	11	1	2	
	Column Comparisons	-			b c						b C D e					
NET: Satisfied	% within column	77%	86%	70%	73%	77%	78%	79%	77%	76%	79%	77%	77%	76%	72%	
	Weighted counts	4,516	2,173	2,344	1,081	1,119	1,108	1,209	2,223	2,294	648	1,501	1,450	518	399	
	Column Comparisons	-	B				a	a								
NET: Dissatisfied	% within column	8%	5%	10%	10%	7%	7%	7%	8%	7%	5%	7%	9%	8%	11%	
	Weighted counts	449	121	328	150	105	94	100	241	208	41	130	162	55	61	
	Column Comparisons	-		A	b c d								a		a b	
Effective Column n	% within column															
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	
Unweighted base	% within column															
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	
Weighted base	% within column															
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Very satisfied	% within column	29%	31%	34%	33%	33%	30%	32%	25%	30%	39%	32%	29%	**
	Weighted counts	402	531	436	497	1,000	854	1,591	117	88	68	1,421	438	
	Column Comparisons							b			B c			
Fairly satisfied	% within column	49%	45%	43%	42%	46%	44%	45%	53%	43%	39%	45%	44%	**
	Weighted counts	677	787	550	637	1,401	1,245	2,206	249	127	70	1,998	650	
	Column Comparisons	d							a c D					
Neither satisfied nor dissatisfied	% within column	12%	15%	15%	16%	14%	15%	15%	13%	16%	15%	14%	17%	**
	Weighted counts	169	255	190	248	414	436	727	59	47	27	609	249	
	Column Comparisons				a									
Fairly dissatisfied	% within column	7%	7%	4%	5%	5%	6%	6%	7%	7%	4%	6%	7%	**
	Weighted counts	92	118	57	76	164	178	279	35	22	6	242	101	
	Column Comparisons									d				
Very dissatisfied	% within column	2%	2%	1%	2%	1%	2%	2%	2%	3%	2%	2%	2%	**
	Weighted counts	30	29	17	31	39	66	86	8	9	4	73	33	
	Column Comparisons						a							
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	**
	Weighted counts	20	15	16	17	30	38	62	3	2	1	49	18	
	Column Comparisons													
NET: Satisfied	% within column	78%	76%	78%	75%	79%	75%	77%	78%	73%	78%	78%	73%	**
	Weighted counts	1,079	1,318	986	1,134	2,401	2,099	3,797	366	215	138	3,419	1,088	
	Column Comparisons					b						b		
NET: Dissatisfied	% within column	9%	8%	6%	7%	7%	9%	7%	9%	10%	6%	7%	9%	**
	Weighted counts	122	146	73	107	203	243	365	43	31	10	315	134	
	Column Comparisons						a			d				
Effective Column n														
Unweighted base	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons													
Weighted base														
Columns	% within column													
	Weighted counts	1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
	Column Comparisons													
		1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
					Q1	Q2	Q3	Q4			16-24	25-44	45-64	65-74	75+
QG3_1: Satisfaction with aspects of Royal Mail's service... Quality of postal delivery to your home		Total	CAPI	Online	2017	2017	2017	2017	Male	Female	years	years	years	years	years
Very satisfied	% within column	43%	55%	34%	42%	44%	44%	42%	44%	42%	35%	41%	43%	52%	50%
	Weighted counts	2,531	1,387	1,144	622	641	624	645	1,265	1,266	285	799	818	354	274
	Column Comparisons	-	B									a	A	A B c	A b c
Fairly satisfied	% within column	42%	38%	44%	42%	41%	42%	41%	41%	43%	47%	43%	41%	37%	36%
	Weighted counts	2,452	968	1,484	624	595	597	636	1,174	1,278	390	836	772	252	202
	Column Comparisons	-		A							c d e	d e			
Neither satisfied or dissatisfied	% within column	9%	4%	14%	9%	10%	8%	10%	9%	10%	11%	10%	9%	7%	9%
	Weighted counts	558	90	468	137	151	110	160	271	287	89	199	172	49	50
	Column Comparisons	-		A											
Fairly dissatisfied	% within column	3%	2%	5%	3%	3%	4%	3%	3%	3%	3%	3%	4%	2%	3%
	Weighted counts	195	41	153	44	42	55	54	92	103	25	64	75	15	15
	Column Comparisons	-		A											
Very dissatisfied	% within column	2%	1%	3%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	2%
	Weighted counts	115	30	85	35	22	29	29	62	53	9	34	47	14	12
	Column Comparisons	-		a											
I don't know	% within column	1%	1%	1%	1%	0%	1%	1%	1%	1%	3%	1%	0%	0%	0%
	Weighted counts	44	18	26	17	7	9	11	24	20	28	13	2	0	1
	Column Comparisons	-									B C D e	c			
NET: Satisfied	% within column	85%	93%	78%	84%	85%	86%	83%	84%	85%	82%	84%	84%	89%	86%
	Weighted counts	4,983	2,355	2,629	1,246	1,235	1,221	1,281	2,440	2,544	675	1,635	1,591	606	476
	Column Comparisons	-	B											a	
NET: Dissatisfied	% within column	5%	3%	7%	5%	4%	6%	5%	5%	5%	4%	5%	6%	4%	5%
	Weighted counts	310	72	238	79	63	85	83	154	156	34	98	122	29	27
	Column Comparisons	-		A											
Effective Column n	% within column														
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365
	Column Comparisons														
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	
QG3_1: Satisfaction with aspects of Royal Mail's service... Quality of postal delivery to your home		AB	C1	C2	DE	Work- ing	Not working							Unkn- own
Very satisfied	% within column	42%	43%	46%	41%	42%	44%	43%	36%	40%	53%	43%	44%	**
	Weighted counts	577	754	580	619	1,293	1,232	2,150	169	118	93	1,867	660	
	Column Comparisons							b			B C			
Fairly satisfied	% within column	44%	42%	39%	42%	42%	42%	41%	47%	44%	35%	43%	38%	**
	Weighted counts	609	722	489	632	1,265	1,175	2,037	223	130	63	1,877	570	
	Column Comparisons								d	d		b		
Neither satisfied or dissatisfied	% within column	8%	10%	9%	10%	10%	9%	9%	11%	10%	7%	9%	11%	**
	Weighted counts	116	167	120	155	308	241	464	54	28	12	399	156	
	Column Comparisons													
Fairly dissatisfied	% within column	3%	3%	4%	4%	4%	3%	3%	3%	3%	3%	3%	4%	**
	Weighted counts	42	51	44	57	108	85	169	13	7	5	138	56	
	Column Comparisons													
Very dissatisfied	% within column	2%	2%	2%	2%	2%	2%	2%	2%	3%	1%	2%	2%	**
	Weighted counts	30	32	25	28	54	58	94	10	9	2	83	33	
	Column Comparisons													
I don't know	% within column	1%	0%	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%	**
	Weighted counts	15	8	6	15	17	24	38	2	2	1	28	15	
	Column Comparisons													
NET: Satisfied	% within column	85%	85%	85%	83%	84%	85%	85%	83%	84%	88%	85%	83%	**
	Weighted counts	1,186	1,477	1,069	1,251	2,559	2,407	4,187	393	248	156	3,743	1,230	
	Column Comparisons													
NET: Dissatisfied	% within column	5%	5%	6%	6%	5%	5%	5%	5%	6%	4%	5%	6%	**
	Weighted counts	72	83	70	84	163	142	263	23	17	8	221	88	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons													
		1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
	Columns	A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Demographics															
		Methodology			Quarter				Gender		Age				
QG3_2: Satisfaction with aspects of Royal Mail's service... Items you send reaching their destination		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	46%	57%	37%	44%	46%	49%	45%	46%	46%	38%	46%	48%	48%	48%
	Weighted counts	2,706	1,457	1,249	643	668	699	696	1,329	1,376	313	886	911	331	265
	Column Comparisons	-	B									a	A	a	a
Fairly satisfied	% within column	40%	35%	44%	39%	42%	38%	40%	39%	40%	43%	38%	39%	41%	40%
	Weighted counts	2,347	885	1,462	578	607	543	619	1,130	1,217	356	747	738	283	223
	Column Comparisons	-		A											
Neither satisfied or dissatisfied	% within column	9%	4%	13%	10%	8%	9%	9%	9%	8%	11%	10%	9%	7%	8%
	Weighted counts	530	100	430	153	115	124	138	274	256	88	189	161	46	46
	Column Comparisons	-		A											
Fairly dissatisfied	% within column	2%	1%	3%	3%	2%	2%	3%	2%	2%	2%	3%	2%	2%	1%
	Weighted counts	144	27	117	49	33	23	39	70	74	19	66	41	10	8
	Column Comparisons	-		A											
Very dissatisfied	% within column	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
	Weighted counts	65	14	51	21	12	16	16	27	38	15	19	21	7	3
	Column Comparisons	-		a											
I don't know	% within column	2%	2%	2%	2%	2%	1%	2%	2%	2%	4%	2%	1%	1%	2%
	Weighted counts	103	52	51	35	22	20	26	57	46	35	38	14	6	9
	Column Comparisons	-									b C d e	c			
NET: Satisfied	% within column	86%	92%	81%	83%	87%	87%	86%	85%	86%	81%	84%	87%	90%	88%
	Weighted counts	5,053	2,342	2,711	1,221	1,275	1,242	1,315	2,459	2,594	669	1,633	1,649	614	488
	Column Comparisons	-	B			a	a						A b	A b	a
NET: Dissatisfied	% within column	4%	2%	5%	5%	3%	3%	4%	3%	4%	4%	4%	3%	3%	2%
	Weighted counts	209	41	168	70	45	39	56	98	111	34	85	62	18	11
	Column Comparisons	-		A											
Effective Column n	% within column														
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365
	Column Comparisons														
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QG3_2: Satisfaction with aspects of Royal Mail's service... Items you send reaching their destination		AB	C1	C2	DE	Work- ing	Not working							
Very satisfied	% within column	45%	46%	50%	44%	46%	46%	47%	38%	44%	51%	46%	45%	**
	Weighted counts	629	791	629	656	1,417	1,281	2,307	177	130	91	2,034	670	
	Column Comparisons			d				b		b	B c			
Fairly satisfied	% within column	41%	41%	37%	40%	39%	41%	39%	49%	41%	38%	39%	41%	**
	Weighted counts	565	710	466	606	1,189	1,150	1,926	233	122	67	1,731	609	
	Column Comparisons								A c d					
Neither satisfied or dissatisfied	% within column	8%	8%	10%	10%	9%	9%	9%	8%	8%	7%	9%	9%	**
	Weighted counts	108	144	123	155	272	246	456	38	24	12	394	133	
	Column Comparisons													
Fairly dissatisfied	% within column	3%	3%	2%	2%	3%	2%	2%	3%	2%	2%	2%	3%	**
	Weighted counts	44	44	19	38	91	51	120	15	7	3	105	39	
	Column Comparisons					b								
Very dissatisfied	% within column	1%	1%	1%	1%	1%	1%	1%	0%	2%	1%	1%	1%	**
	Weighted counts	19	16	13	17	33	30	56	2	5	2	49	16	
	Column Comparisons													
I don't know	% within column	2%	2%	1%	2%	1%	2%	2%	2%	2%	1%	2%	2%	**
	Weighted counts	26	30	15	33	45	56	86	8	7	2	80	22	
	Column Comparisons													
NET: Satisfied	% within column	86%	87%	87%	84%	86%	86%	85%	87%	86%	89%	86%	86%	**
	Weighted counts	1,194	1,501	1,095	1,263	2,606	2,432	4,233	410	252	158	3,765	1,278	
	Column Comparisons													
NET: Dissatisfied	% within column	4%	3%	3%	4%	4%	3%	4%	3%	4%	3%	4%	4%	**
	Weighted counts	62	60	32	55	124	82	176	16	12	5	154	55	
	Column Comparisons					b								
Effective Column n	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons													
Unweighted base		1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Demographics															
		Methodology			Quarter				Gender		Age				
QG3_3: Satisfaction with aspects of Royal Mail's service... Items being delivered intact/undamaged		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	43%	56%	34%	42%	44%	43%	45%	44%	43%	37%	42%	44%	50%	48%
	Weighted counts	2,555	1,412	1,143	616	639	613	687	1,270	1,285	305	809	834	343	264
	Column Comparisons	-	B										a	A b	a
Fairly satisfied	% within column	41%	36%	45%	43%	42%	42%	39%	40%	43%	42%	42%	42%	41%	39%
	Weighted counts	2,446	924	1,522	634	607	600	605	1,164	1,282	343	811	795	280	217
	Column Comparisons	-		A											
Neither satisfied or dissatisfied	% within column	10%	4%	14%	10%	10%	10%	10%	10%	9%	13%	11%	9%	6%	9%
	Weighted counts	582	112	471	145	146	143	148	302	280	111	208	172	44	48
	Column Comparisons	-		A							c D	d			
Fairly dissatisfied	% within column	3%	1%	4%	3%	3%	3%	4%	3%	4%	4%	3%	3%	2%	3%
	Weighted counts	179	33	146	46	40	36	57	73	106	34	66	53	11	15
	Column Comparisons	-		A											
Very dissatisfied	% within column	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%
	Weighted counts	70	17	53	17	16	19	18	36	34	9	28	25	3	5
	Column Comparisons	-		a											
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	0%	1%	1%
	Weighted counts	63	37	26	20	9	14	19	43	20	24	22	8	4	5
	Column Comparisons	-	b						b		b C d				
NET: Satisfied	% within column	85%	92%	79%	85%	86%	85%	84%	84%	85%	79%	83%	86%	91%	87%
	Weighted counts	5,001	2,336	2,664	1,249	1,246	1,213	1,292	2,434	2,566	648	1,621	1,629	623	481
	Column Comparisons	-	B									a	A b	A B c	a
NET: Dissatisfied	% within column	4%	2%	6%	4%	4%	4%	5%	4%	5%	5%	5%	4%	2%	4%
	Weighted counts	249	50	199	63	56	55	75	109	140	43	95	78	13	20
	Column Comparisons	-		A							d	d			
Effective Column n	% within column														
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365
	Column Comparisons														
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QG3_3: Satisfaction with aspects of Royal Mail's service... Items being delivered intact/undamaged		AB	C1	C2	DE	Work- ing	Not working							
Very satisfied	% within column	44%	44%	43%	42%	43%	44%	44%	35%	42%	47%	44%	42%	**
	Weighted counts	605	768	548	634	1,303	1,245	2,184	164	124	82	1,921	630	
	Column Comparisons							b		b	B			
Fairly satisfied	% within column	42%	40%	41%	43%	41%	42%	41%	50%	40%	40%	42%	41%	**
	Weighted counts	589	696	520	641	1,253	1,181	2,021	236	117	71	1,835	604	
	Column Comparisons								a C d					
Neither satisfied or dissatisfied	% within column	9%	10%	11%	10%	11%	9%	10%	9%	11%	9%	9%	11%	**
	Weighted counts	122	175	137	150	322	252	492	44	31	16	413	168	
	Column Comparisons													
Fairly dissatisfied	% within column	2%	3%	3%	3%	3%	3%	3%	4%	5%	2%	3%	4%	**
	Weighted counts	34	57	38	50	99	77	144	18	13	3	124	55	
	Column Comparisons													
Very dissatisfied	% within column	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	**
	Weighted counts	18	20	15	17	42	28	57	5	5	3	48	22	
	Column Comparisons													
I don't know	% within column	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	**
	Weighted counts	22	20	7	14	28	33	53	5	3	2	52	10	
	Column Comparisons													
NET: Satisfied	% within column	86%	84%	84%	85%	84%	86%	85%	85%	82%	87%	86%	83%	**
	Weighted counts	1,194	1,464	1,068	1,275	2,556	2,426	4,205	400	242	154	3,756	1,234	
	Column Comparisons						a							
NET: Dissatisfied	% within column	4%	4%	4%	4%	5%	4%	4%	5%	6%	3%	4%	5%	**
	Weighted counts	53	76	53	67	141	105	202	23	19	6	172	77	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons													
Unweighted base		1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QG3_4: Satisfaction with aspects of Royal Mail's service... Speed of delivery		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	36%	49%	26%	36%	38%	35%	36%	37%	36%	33%	38%	38%	33%	34%
	Weighted counts	2,138	1,254	885	536	556	500	546	1,055	1,083	272	739	714	223	190
	Column Comparisons	-	B												
Fairly satisfied	% within column	47%	42%	51%	45%	46%	49%	46%	46%	47%	49%	45%	46%	51%	50%
	Weighted counts	2,756	1,054	1,702	665	677	702	712	1,331	1,425	404	869	859	348	277
	Column Comparisons	-		A											
Neither satisfied or dissatisfied	% within column	10%	4%	15%	10%	10%	9%	12%	11%	10%	11%	12%	9%	10%	9%
	Weighted counts	618	112	505	154	147	135	181	312	306	92	230	177	70	49
	Column Comparisons	-		A											
Fairly dissatisfied	% within column	4%	2%	5%	5%	3%	4%	4%	4%	4%	3%	3%	5%	3%	5%
	Weighted counts	227	56	171	73	39	52	62	102	125	28	66	87	20	26
	Column Comparisons	-		A	b										
Very dissatisfied	% within column	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	3%	2%
	Weighted counts	109	39	70	31	26	29	24	59	50	10	27	39	22	11
	Column Comparisons	-													
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	0%	0%	0%
	Weighted counts	47	21	27	19	12	7	9	30	18	21	14	9	1	2
	Column Comparisons	-									b C d e				
NET: Satisfied	% within column	83%	91%	77%	81%	85%	84%	82%	83%	83%	82%	83%	83%	83%	84%
	Weighted counts	4,894	2,308	2,586	1,201	1,232	1,202	1,259	2,386	2,508	675	1,608	1,573	571	467
	Column Comparisons	-	B												
NET: Dissatisfied	% within column	6%	4%	7%	7%	4%	6%	6%	6%	6%	5%	5%	7%	6%	7%
	Weighted counts	336	94	242	104	65	81	86	161	175	37	93	127	42	37
	Column Comparisons	-		A											
Effective Column n	% within column														
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365
	Column Comparisons														
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QG3_4: Satisfaction with aspects of Royal Mail's service... Speed of delivery		AB	C1	C2	DE	Work- ing	Not working							
Very satisfied	% within column	34%	35%	41%	36%	38%	34%	37%	25%	34%	45%	37%	35%	**
	Weighted counts	476	607	513	542	1,163	968	1,840	119	100	79	1,615	519	
	Column Comparisons			a b		b		B		b	B C			
Fairly satisfied	% within column	49%	49%	42%	46%	45%	48%	46%	57%	47%	42%	47%	47%	**
	Weighted counts	684	843	534	695	1,382	1,364	2,273	270	137	75	2,045	704	
	Column Comparisons	c	c			a		A C D						
Neither satisfied or dissatisfied	% within column	9%	10%	12%	12%	10%	10%	10%	11%	11%	9%	10%	11%	**
	Weighted counts	129	166	146	176	314	295	519	50	33	15	450	167	
	Column Comparisons													
Fairly dissatisfied	% within column	4%	4%	4%	4%	4%	4%	4%	4%	5%	3%	4%	4%	**
	Weighted counts	57	66	48	57	116	108	190	19	14	5	168	59	
	Column Comparisons													
Very dissatisfied	% within column	2%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	2%	**
	Weighted counts	31	39	15	25	51	56	90	10	7	1	78	30	
	Column Comparisons													
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	**
	Weighted counts	13	14	9	12	20	24	40	3	3	1	36	9	
	Column Comparisons													
NET: Satisfied	% within column	83%	84%	83%	82%	84%	83%	83%	83%	80%	87%	83%	82%	**
	Weighted counts	1,160	1,450	1,047	1,237	2,545	2,332	4,113	389	237	154	3,660	1,223	
	Column Comparisons										c			
NET: Dissatisfied	% within column	6%	6%	5%	5%	6%	6%	6%	6%	7%	4%	6%	6%	**
	Weighted counts	87	104	63	81	168	164	280	29	21	6	246	90	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons													
Unweighted base		1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QG3_5: Satisfaction with aspects of Royal Mail's service... Availability of post boxes		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	36%	47%	28%	35%	37%	37%	36%	36%	36%	35%	36%	36%	40%	35%
	Weighted counts	2,136	1,183	953	522	536	526	552	1,047	1,089	289	701	682	271	194
	Column Comparisons	-	B												
Fairly satisfied	% within column	42%	40%	43%	44%	42%	42%	39%	42%	42%	41%	41%	42%	40%	46%
	Weighted counts	2,460	1,003	1,457	648	609	599	603	1,203	1,257	342	790	800	275	253
	Column Comparisons	-		a											
Neither satisfied or dissatisfied	% within column	12%	6%	16%	12%	11%	12%	13%	12%	12%	14%	13%	11%	10%	8%
	Weighted counts	707	158	549	173	162	166	206	351	356	116	262	213	71	45
	Column Comparisons	-		A							e	e			
Fairly dissatisfied	% within column	7%	5%	8%	7%	7%	6%	7%	6%	7%	6%	7%	7%	7%	7%
	Weighted counts	396	127	269	98	105	88	106	184	212	48	128	134	45	41
	Column Comparisons	-		A											
Very dissatisfied	% within column	2%	1%	3%	2%	2%	2%	3%	2%	2%	1%	2%	2%	3%	3%
	Weighted counts	124	37	87	26	24	28	45	71	52	10	39	39	20	15
	Column Comparisons	-		a											
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0%	1%
	Weighted counts	73	27	46	12	21	18	23	32	41	20	26	19	2	6
	Column Comparisons	-									d				
NET: Satisfied	% within column	78%	86%	72%	79%	79%	79%	75%	78%	78%	76%	77%	79%	80%	81%
	Weighted counts	4,596	2,186	2,409	1,170	1,145	1,126	1,155	2,250	2,346	631	1,491	1,481	546	447
	Column Comparisons	-	B												
NET: Dissatisfied	% within column	9%	6%	11%	8%	9%	8%	10%	9%	9%	7%	9%	9%	10%	10%
	Weighted counts	520	164	356	123	129	116	151	256	264	58	167	173	65	57
	Column Comparisons	-		A											
Effective Column n	% within column														
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365
	Column Comparisons														
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QG3_5: Satisfaction with aspects of Royal Mail's service... Availability of post boxes		AB	C1	C2	DE	Work- ing	Not working							
Very satisfied	% within column	35%	36%	38%	36%	37%	36%	37%	29%	36%	41%	36%	37%	**
	Weighted counts	488	627	478	543	1,116	1,014	1,822	136	105	73	1,586	543	
	Column Comparisons							b		b	B			
Fairly satisfied	% within column	45%	41%	41%	40%	42%	42%	42%	46%	38%	40%	42%	41%	**
	Weighted counts	624	711	524	601	1,270	1,185	2,057	219	113	71	1,851	603	
	Column Comparisons								c					
Neither satisfied or dissatisfied	% within column	9%	13%	12%	13%	12%	11%	12%	13%	14%	11%	12%	13%	**
	Weighted counts	131	230	149	197	375	321	584	61	43	20	512	194	
	Column Comparisons		a		a									
Fairly dissatisfied	% within column	7%	6%	6%	7%	7%	7%	7%	8%	8%	5%	7%	7%	**
	Weighted counts	102	113	76	105	205	188	324	39	24	9	293	103	
	Column Comparisons													
Very dissatisfied	% within column	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%	**
	Weighted counts	34	32	24	34	55	65	109	7	6	3	99	25	
	Column Comparisons													
I don't know	% within column	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	**
	Weighted counts	11	22	13	26	27	42	57	10	5	2	52	20	
	Column Comparisons													
NET: Satisfied	% within column	80%	77%	79%	76%	78%	78%	78%	75%	74%	81%	78%	77%	**
	Weighted counts	1,112	1,338	1,002	1,144	2,385	2,199	3,879	355	218	143	3,437	1,147	
	Column Comparisons										c			
NET: Dissatisfied	% within column	10%	8%	8%	9%	9%	9%	9%	10%	10%	7%	9%	9%	**
	Weighted counts	136	145	101	139	260	253	432	46	29	12	392	128	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons													
Unweighted base		1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QG3_6: Satisfaction with aspects of Royal Mail's service... Availability of Post Office branches		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	29%	38%	22%	29%	32%	26%	29%	29%	29%	30%	31%	27%	29%	30%
	Weighted counts	1,712	961	751	428	466	376	442	829	883	247	595	509	196	165
	Column Comparisons	-	B			c									
Fairly satisfied	% within column	42%	41%	42%	42%	39%	43%	42%	41%	42%	45%	42%	41%	40%	39%
	Weighted counts	2,448	1,030	1,418	614	570	618	646	1,180	1,268	369	813	778	274	214
	Column Comparisons	-													
Neither satisfied or dissatisfied	% within column	14%	10%	18%	14%	15%	14%	14%	15%	13%	15%	16%	13%	11%	12%
	Weighted counts	837	241	596	200	215	205	217	444	393	124	313	254	78	69
	Column Comparisons	-		A					b						
Fairly dissatisfied	% within column	10%	8%	12%	11%	10%	12%	9%	11%	10%	7%	8%	12%	14%	13%
	Weighted counts	612	202	410	162	139	165	145	315	297	57	156	234	95	69
	Column Comparisons	-		A									A B	A B	a b
Very dissatisfied	% within column	4%	4%	5%	5%	4%	3%	5%	4%	5%	2%	3%	6%	6%	6%
	Weighted counts	251	90	161	68	61	49	73	105	146	15	52	108	41	36
	Column Comparisons	-											A B	A b	A B
I don't know	% within column	1%	0%	1%	0%	0%	1%	1%	1%	1%	2%	1%	0%	0%	0%
	Weighted counts	35	11	24	7	5	12	11	16	19	14	16	4	0	1
	Column Comparisons	-									c d				
NET: Satisfied	% within column	71%	79%	65%	70%	71%	70%	71%	70%	72%	75%	72%	68%	69%	68%
	Weighted counts	4,160	1,991	2,169	1,041	1,036	994	1,089	2,009	2,152	616	1,408	1,287	470	379
	Column Comparisons	-	B								c				
NET: Dissatisfied	% within column	15%	12%	17%	16%	14%	15%	14%	15%	15%	9%	11%	18%	20%	19%
	Weighted counts	862	292	571	230	200	214	218	420	442	72	208	342	135	105
	Column Comparisons	-		A									A B	A B	A B
Effective Column n	% within column														
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365
	Column Comparisons														
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
QG3_6: Satisfaction with aspects of Royal Mail's service... Availability of Post Office branches		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Very satisfied	% within column	27%	29%	30%	30%	29%	29%	29%	23%	29%	41%	29%	29%	**
	Weighted counts	373	506	380	453	886	822	1,447	106	86	73	1,269	439	
	Column Comparisons							b		b	a B C			
Fairly satisfied	% within column	44%	40%	41%	42%	42%	41%	41%	45%	39%	39%	42%	40%	**
	Weighted counts	608	691	520	629	1,291	1,147	2,054	210	115	70	1,845	599	
	Column Comparisons													
Neither satisfied or dissatisfied	% within column	13%	15%	13%	15%	15%	13%	14%	14%	14%	11%	14%	14%	**
	Weighted counts	179	258	169	230	465	361	710	65	42	19	625	208	
	Column Comparisons					b								
Fairly dissatisfied	% within column	11%	11%	12%	8%	10%	11%	10%	14%	14%	5%	10%	11%	**
	Weighted counts	154	194	147	117	294	316	497	65	41	9	445	167	
	Column Comparisons	d	d	d					D	D				
Very dissatisfied	% within column	5%	4%	4%	4%	3%	5%	4%	5%	3%	2%	4%	5%	**
	Weighted counts	70	77	45	58	99	148	213	24	10	4	180	71	
	Column Comparisons					a								
I don't know	% within column	0%	0%	0%	1%	0%	1%	1%	0%	0%	1%	1%	0%	**
	Weighted counts	5	8	4	19	11	21	31	2	1	2	28	6	
	Column Comparisons													
NET: Satisfied	% within column	71%	69%	71%	72%	71%	70%	71%	67%	68%	81%	71%	70%	**
	Weighted counts	981	1,197	900	1,082	2,178	1,969	3,500	316	201	143	3,114	1,038	
	Column Comparisons										a B C			
NET: Dissatisfied	% within column	16%	16%	15%	12%	13%	16%	14%	19%	17%	7%	14%	16%	**
	Weighted counts	224	271	192	175	393	464	710	88	51	13	625	237	
	Column Comparisons	d	d	d			a		D	D				
Effective Column n	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons													
		1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics													
			Methodology			Quarter				Gender		Age				
QG3_7: Satisfaction with aspects of Royal Mail's service... Cost of postage			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	21%	28%	15%	20%	23%	19%	21%	21%	21%	25%	23%	21%	14%	15%	
	Weighted counts	1,226	716	510	297	330	270	330	608	618	203	455	389	97	82	
	Column Comparisons	-	B								D E	D E	d e			
Fairly satisfied	% within column	41%	47%	37%	39%	41%	43%	42%	41%	41%	47%	42%	41%	40%	35%	
	Weighted counts	2,441	1,183	1,258	573	603	614	651	1,197	1,244	386	817	772	275	191	
	Column Comparisons	-	B								E	e				
Neither satisfied or dissatisfied	% within column	19%	13%	23%	20%	17%	22%	18%	19%	19%	17%	20%	18%	20%	21%	
	Weighted counts	1,122	339	783	289	243	308	282	562	560	138	391	340	135	119	
	Column Comparisons	-		A			b									
Fairly dissatisfied	% within column	13%	8%	17%	15%	13%	12%	13%	13%	14%	7%	10%	15%	19%	21%	
	Weighted counts	785	205	580	217	194	177	197	362	423	62	204	274	129	116	
	Column Comparisons	-		A							a	A b	A B c	A B c		
Very dissatisfied	% within column	5%	3%	6%	6%	5%	3%	4%	4%	5%	2%	3%	6%	7%	8%	
	Weighted counts	266	64	202	88	71	46	61	129	137	16	53	106	48	43	
	Column Comparisons	-		A	c								A B	A B	A B	
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	0%	0%	0%	
	Weighted counts	54	28	27	15	16	9	14	31	23	21	26	5	0	2	
	Column Comparisons	-									C d e	c d				
NET: Satisfied	% within column	62%	75%	53%	59%	64%	62%	64%	62%	62%	71%	65%	62%	54%	49%	
	Weighted counts	3,667	1,899	1,768	870	933	884	981	1,805	1,863	589	1,272	1,161	372	273	
	Column Comparisons	-	B								b C D E	c D E	d E			
NET: Dissatisfied	% within column	18%	11%	23%	21%	18%	16%	17%	17%	19%	9%	13%	20%	26%	29%	
	Weighted counts	1,051	269	783	304	265	224	258	491	560	77	257	380	177	159	
	Column Comparisons	-		A	c						a	A B	A B c	A B C		
Effective Column n	% within column															
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	
	Column Comparisons															
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		Unkn-own
								NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	
QG3_7: Satisfaction with aspects of Royal Mail's service... Cost of postage		AB	C1	C2	DE	Work-ing	Not working							
Very satisfied	% within column	19%	19%	23%	22%	24%	18%	21%	14%	22%	29%	21%	20%	**
	Weighted counts	270	335	295	326	720	503	1,043	68	64	51	931	291	
	Column Comparisons					B		b		b	B c			
Fairly satisfied	% within column	44%	42%	41%	40%	42%	41%	41%	48%	39%	37%	43%	37%	**
	Weighted counts	606	721	515	598	1,289	1,146	2,035	227	114	65	1,887	547	
	Column Comparisons								a c d			b		
Neither satisfied or dissatisfied	% within column	18%	19%	21%	19%	18%	20%	19%	19%	16%	17%	19%	20%	**
	Weighted counts	247	323	262	291	556	557	956	89	46	30	823	299	
	Column Comparisons													
Fairly dissatisfied	% within column	13%	15%	11%	14%	11%	15%	13%	13%	15%	12%	12%	17%	**
	Weighted counts	182	258	136	209	346	435	656	63	44	21	534	250	
	Column Comparisons		c				A					A		
Very dissatisfied	% within column	5%	5%	3%	4%	4%	5%	4%	4%	8%	5%	4%	6%	**
	Weighted counts	73	83	43	67	114	146	215	21	23	8	175	91	
	Column Comparisons						a					a		
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	**
	Weighted counts	12	14	15	13	23	29	47	3	3	2	42	10	
	Column Comparisons													
NET: Satisfied	% within column	63%	61%	64%	61%	66%	59%	62%	63%	61%	66%	64%	56%	**
	Weighted counts	876	1,056	810	925	2,009	1,648	3,078	295	178	116	2,818	838	
	Column Comparisons					B						B		
NET: Dissatisfied	% within column	18%	20%	14%	18%	15%	21%	18%	18%	23%	17%	16%	23%	**
	Weighted counts	254	341	179	277	459	581	871	84	67	29	709	342	
	Column Comparisons	c	c		c		A					A		
Effective Column n	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons													
		1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QG3_8: Satisfaction with aspects of Royal Mail's service... Accessibility of services		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	31%	40%	24%	31%	32%	31%	30%	30%	32%	30%	31%	30%	32%	32%
	Weighted counts	1,828	1,026	802	453	472	444	459	862	966	251	612	567	222	177
	Column Comparisons	-	B												
Fairly satisfied	% within column	44%	41%	45%	43%	45%	42%	45%	43%	44%	43%	44%	45%	42%	43%
	Weighted counts	2,575	1,049	1,526	632	650	605	688	1,242	1,333	355	854	840	289	237
	Column Comparisons	-		a											
Neither satisfied or dissatisfied	% within column	16%	9%	21%	18%	16%	16%	16%	18%	15%	17%	16%	17%	15%	15%
	Weighted counts	953	236	718	259	226	230	238	510	443	138	317	314	100	84
	Column Comparisons	-		A					b						
Fairly dissatisfied	% within column	4%	3%	4%	4%	2%	5%	4%	4%	4%	3%	3%	4%	5%	4%
	Weighted counts	218	71	147	55	35	70	58	104	114	22	61	81	32	22
	Column Comparisons	-		a			b								
Very dissatisfied	% within column	2%	1%	2%	2%	1%	2%	2%	2%	1%	2%	2%	2%	1%	2%
	Weighted counts	100	33	67	26	16	23	35	59	41	20	31	32	8	10
	Column Comparisons	-													
I don't know	% within column	4%	5%	3%	4%	4%	4%	4%	4%	4%	5%	4%	3%	5%	4%
	Weighted counts	220	120	100	53	57	54	56	112	108	40	71	52	33	25
	Column Comparisons	-	b												
NET: Satisfied	% within column	75%	82%	69%	73%	77%	74%	75%	73%	76%	73%	75%	75%	75%	75%
	Weighted counts	4,403	2,076	2,327	1,085	1,122	1,049	1,147	2,103	2,300	606	1,465	1,407	511	414
	Column Comparisons	-	B							a					
NET: Dissatisfied	% within column	5%	4%	6%	5%	4%	7%	6%	6%	5%	5%	5%	6%	6%	6%
	Weighted counts	318	104	215	81	51	93	93	163	155	42	92	113	40	31
	Column Comparisons	-		a			b	b							
Effective Column n	% within column														
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365
	Column Comparisons														
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QG3_8: Satisfaction with aspects of Royal Mail's service... Accessibility of services		AB	C1	C2	DE	Work- ing	Not working							
Very satisfied	% within column	28%	30%	34%	32%	32%	30%	32%	22%	30%	36%	31%	31%	**
	Weighted counts	396	520	430	482	988	832	1,574	103	87	63	1,363	462	
	Column Comparisons					b		B		b	B c			
Fairly satisfied	% within column	46%	46%	39%	42%	44%	44%	43%	51%	44%	36%	44%	43%	**
	Weighted counts	646	793	498	638	1,329	1,239	2,141	240	130	64	1,929	639	
	Column Comparisons	c	c						a c D	d				
Neither satisfied or dissatisfied	% within column	15%	16%	17%	16%	16%	16%	16%	17%	17%	12%	16%	17%	**
	Weighted counts	208	280	218	247	482	463	802	79	51	22	692	259	
	Column Comparisons													
Fairly dissatisfied	% within column	4%	3%	5%	3%	4%	4%	4%	5%	5%	2%	4%	4%	**
	Weighted counts	57	54	60	46	109	108	175	25	15	4	163	55	
	Column Comparisons													
Very dissatisfied	% within column	2%	2%	1%	1%	1%	2%	2%	2%	2%	2%	2%	1%	**
	Weighted counts	32	34	13	21	45	50	81	11	6	3	78	22	
	Column Comparisons													
I don't know	% within column	4%	3%	4%	5%	3%	4%	4%	3%	2%	12%	4%	3%	**
	Weighted counts	51	54	45	71	94	124	180	14	6	20	167	51	
	Column Comparisons						a				A B C			
NET: Satisfied	% within column	75%	76%	73%	74%	76%	74%	75%	73%	74%	72%	75%	74%	**
	Weighted counts	1,042	1,313	928	1,120	2,317	2,072	3,715	343	217	128	3,292	1,101	
	Column Comparisons													
NET: Dissatisfied	% within column	6%	5%	6%	4%	5%	6%	5%	8%	7%	4%	5%	5%	**
	Weighted counts	90	88	73	68	154	158	255	35	21	7	241	77	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons													
Unweighted base		1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
QG3_9: Satisfaction with aspects of Royal Mail's service... Easy to access information, e.g. about complaints procedures	% within column	20%	24%	16%	17%	23%	20%	17%	19%	20%	22%	22%	19%	14%	15%
	Weighted counts	1,150	605	544	258	335	290	267	561	589	179	431	363	93	84
	Column Comparisons	-	B			a d					d e	D e	d		
Very satisfied	% within column	29%	27%	30%	26%	30%	29%	30%	28%	29%	34%	30%	27%	24%	27%
	Weighted counts	1,699	687	1,012	388	443	414	454	815	885	284	593	506	165	152
	Column Comparisons	-		a							c D	d			
Fairly satisfied	% within column	25%	17%	31%	28%	23%	24%	25%	26%	23%	23%	23%	26%	26%	29%
	Weighted counts	1,465	434	1,031	417	331	336	381	765	700	189	443	492	179	161
	Column Comparisons	-		A	b				b						
Neither satisfied or dissatisfied	% within column	4%	2%	6%	3%	4%	4%	6%	4%	4%	3%	5%	4%	5%	2%
	Weighted counts	243	55	188	47	54	55	87	121	121	29	90	80	31	13
	Column Comparisons	-		A				a							
Fairly dissatisfied	% within column	3%	2%	3%	3%	2%	3%	2%	3%	2%	1%	3%	3%	3%	2%
	Weighted counts	151	47	104	43	30	40	38	77	74	12	55	56	19	10
	Column Comparisons	-		a											
Very dissatisfied	% within column	20%	28%	14%	22%	18%	20%	20%	19%	21%	16%	17%	21%	29%	24%
	Weighted counts	1,187	706	481	325	264	290	308	550	637	133	333	390	197	134
	Column Comparisons	-	B										a b	A B C	a b
I don't know	% within column	48%	51%	46%	44%	53%	49%	47%	48%	49%	56%	53%	46%	38%	43%
	Weighted counts	2,849	1,293	1,557	646	778	703	721	1,375	1,474	463	1,024	869	257	236
	Column Comparisons	-	b			A d	a				C D E	C D E	d		
NET: Satisfied	% within column	7%	4%	9%	6%	6%	7%	8%	7%	6%	5%	7%	7%	7%	4%
	Weighted counts	394	102	292	89	85	95	125	199	195	40	145	135	50	22
	Column Comparisons	-		A											
Effective Column n	% within column														
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365
	Column Comparisons														
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QG3_9: Satisfaction with aspects of Royal Mail's service... Easy to access information, e.g. about complaints procedures		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Very satisfied	% within column	21%	17%	21%	20%	21%	18%	20%	15%	18%	21%	20%	18%	**
	Weighted counts	292	292	261	305	639	502	989	71	53	38	880	266	
	Column Comparisons					b								
Fairly satisfied	% within column	29%	30%	29%	27%	30%	28%	29%	36%	24%	24%	30%	27%	**
	Weighted counts	408	514	364	412	915	782	1,415	170	71	42	1,298	396	
	Column Comparisons							a C D						
Neither satisfied or dissatisfied	% within column	25%	24%	25%	26%	24%	26%	25%	23%	27%	19%	24%	28%	**
	Weighted counts	341	422	317	385	732	721	1,242	111	80	33	1,040	422	
	Column Comparisons									d		a		
Fairly dissatisfied	% within column	5%	4%	3%	4%	4%	4%	4%	6%	5%	4%	4%	4%	**
	Weighted counts	67	75	38	63	130	108	193	28	15	7	177	66	
	Column Comparisons													
Very dissatisfied	% within column	3%	3%	2%	2%	3%	2%	3%	2%	3%	3%	2%	3%	**
	Weighted counts	37	51	27	35	83	68	128	8	10	5	108	43	
	Column Comparisons													
I don't know	% within column	18%	22%	20%	20%	18%	23%	20%	18%	22%	29%	20%	20%	**
	Weighted counts	244	380	258	305	547	634	984	85	66	52	889	295	
	Column Comparisons					A				a B c				
NET: Satisfied	% within column	50%	46%	49%	48%	51%	46%	49%	51%	42%	45%	50%	44%	**
	Weighted counts	700	806	625	717	1,554	1,284	2,404	241	124	80	2,178	662	
	Column Comparisons					B			c			b		
NET: Dissatisfied	% within column	7%	7%	5%	7%	7%	6%	6%	7%	8%	7%	6%	7%	**
	Weighted counts	104	127	65	98	213	177	322	35	25	12	285	109	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons													
Unweighted base		1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QG3_10: Satisfaction with aspects of Royal Mail's service... Product and service innovation		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	22%	29%	17%	22%	25%	21%	21%	22%	21%	23%	25%	21%	16%	20%
	Weighted counts	1,289	732	557	318	357	295	318	643	645	186	491	393	107	111
	Column Comparisons	-	B								d	c D	d		
Fairly satisfied	% within column	35%	34%	35%	34%	36%	36%	34%	33%	36%	39%	36%	33%	35%	29%
	Weighted counts	2,042	871	1,171	502	517	507	515	965	1,077	321	697	629	237	158
	Column Comparisons	-									e	e			
Neither satisfied or dissatisfied	% within column	28%	18%	35%	30%	25%	29%	27%	29%	27%	23%	25%	31%	29%	33%
	Weighted counts	1,646	455	1,191	450	366	411	419	845	801	188	495	580	201	181
	Column Comparisons	-		A	b								A b	a	a b
Fairly dissatisfied	% within column	3%	2%	4%	3%	4%	3%	4%	3%	3%	3%	4%	3%	3%	3%
	Weighted counts	189	38	151	38	59	39	54	92	97	24	78	53	18	16
	Column Comparisons	-		A											
Very dissatisfied	% within column	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%
	Weighted counts	66	19	48	14	11	24	17	43	23	14	25	16	8	3
	Column Comparisons	-		a					b						
I don't know	% within column	11%	17%	7%	11%	10%	10%	14%	10%	12%	11%	8%	11%	17%	15%
	Weighted counts	663	419	244	156	147	149	212	300	363	93	158	215	113	84
	Column Comparisons	-	B					a b c			b		b	a B c	B
NET: Satisfied	% within column	57%	63%	51%	55%	60%	56%	54%	56%	57%	61%	61%	54%	50%	49%
	Weighted counts	3,331	1,604	1,727	820	875	802	834	1,608	1,723	507	1,189	1,022	344	269
	Column Comparisons	-	B								c D E	C D E			
NET: Dissatisfied	% within column	4%	2%	6%	4%	5%	4%	5%	5%	4%	5%	5%	4%	4%	3%
	Weighted counts	255	57	198	52	70	63	71	135	120	38	103	69	26	19
	Column Comparisons	-		A											
Effective Column n	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365
	Column Comparisons														
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QG3_10: Satisfaction with aspects of Royal Mail's service... Product and service innovation		AB	C1	C2	DE	Work- ing	Not working							
Very satisfied	% within column	20%	21%	24%	23%	24%	20%	23%	13%	20%	26%	22%	21%	**
	Weighted counts	276	356	306	351	731	552	1,122	63	58	47	982	305	
	Column Comparisons					B		B		b	B c			
Fairly satisfied	% within column	35%	34%	38%	32%	36%	34%	35%	37%	32%	32%	35%	33%	**
	Weighted counts	492	588	477	486	1,083	953	1,715	177	94	56	1,541	494	
	Column Comparisons													
Neither satisfied or dissatisfied	% within column	31%	29%	24%	28%	27%	29%	27%	32%	31%	23%	27%	32%	**
	Weighted counts	429	503	300	414	827	811	1,361	152	92	41	1,170	472	
	Column Comparisons	c	c						d	d			a	
Fairly dissatisfied	% within column	3%	4%	3%	3%	3%	3%	3%	4%	4%	2%	3%	3%	**
	Weighted counts	41	65	42	40	100	82	156	18	12	4	145	44	
	Column Comparisons													
Very dissatisfied	% within column	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	**
	Weighted counts	24	17	10	15	35	29	55	5	5	1	49	17	
	Column Comparisons													
I don't know	% within column	9%	12%	10%	13%	9%	14%	11%	12%	12%	16%	11%	11%	**
	Weighted counts	128	206	129	200	272	389	543	58	34	28	504	157	
	Column Comparisons				a		A							
NET: Satisfied	% within column	55%	54%	62%	56%	60%	53%	57%	51%	52%	58%	57%	54%	**
	Weighted counts	768	943	783	837	1,813	1,505	2,836	239	152	103	2,523	799	
	Column Comparisons			a b d		B								
NET: Dissatisfied	% within column	5%	5%	4%	4%	4%	4%	4%	5%	5%	3%	4%	4%	**
	Weighted counts	65	82	52	55	135	111	211	23	16	5	195	61	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons													
Unweighted base		1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QG5: How would you rate your overall satisfaction with Royal Mail?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	37%	49%	29%	36%	38%	37%	38%	38%	37%	35%	37%	37%	40%	39%
	Weighted counts	2,210	1,244	966	531	559	532	589	1,098	1,112	291	729	700	273	217
	Column Comparisons	-	B												
Fairly satisfied	% within column	47%	43%	51%	48%	46%	49%	47%	46%	49%	51%	47%	46%	48%	46%
	Weighted counts	2,793	1,085	1,708	703	676	698	715	1,323	1,470	425	906	876	330	256
	Column Comparisons	-		A						a					
Neither satisfied nor dissatisfied	% within column	11%	6%	15%	12%	11%	10%	11%	12%	10%	10%	12%	12%	8%	10%
	Weighted counts	643	146	496	178	157	137	171	341	302	82	227	225	55	54
	Column Comparisons	-		A											
Fairly dissatisfied	% within column	3%	2%	4%	3%	3%	3%	3%	3%	3%	2%	3%	3%	3%	3%
	Weighted counts	161	39	122	41	44	39	38	78	84	17	54	56	19	16
	Column Comparisons	-		A											
Very dissatisfied	% within column	1%	0%	2%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	2%
	Weighted counts	70	13	57	19	16	17	18	38	32	4	21	27	8	11
	Column Comparisons	-		A											
I don't know	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	Weighted counts	18	7	11	6	5	3	4	11	7	7	8	2	0	1
	Column Comparisons	-													
NET: Satisfied	% within column	85%	92%	80%	83%	85%	86%	85%	84%	86%	87%	84%	84%	88%	85%
	Weighted counts	5,003	2,329	2,674	1,234	1,235	1,230	1,304	2,420	2,583	716	1,635	1,577	603	472
	Column Comparisons	-	B												
NET: Dissatisfied	% within column	4%	2%	5%	4%	4%	4%	4%	4%	4%	2%	4%	4%	4%	5%
	Weighted counts	232	52	180	60	60	55	56	116	115	20	75	83	26	27
	Column Comparisons	-		A											
Effective Column n	% within column														
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365
Unweighted base	Column Comparisons														
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513
Weighted base	Column Comparisons														
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QG5: How would you rate your overall satisfaction with Royal Mail?		AB	C1	C2	DE	Work- ing	Not working							
Very satisfied	% within column	34%	37%	40%	38%	38%	37%	38%	28%	35%	42%	38%	35%	**
	Weighted counts	478	650	507	575	1,167	1,034	1,900	134	102	74	1,680	526	
	Column Comparisons							B		b	B c			
Fairly satisfied	% within column	51%	47%	45%	47%	47%	49%	46%	58%	48%	45%	47%	49%	**
	Weighted counts	703	812	573	705	1,420	1,367	2,298	272	143	80	2,062	723	
	Column Comparisons							A c D						
Neither satisfied nor dissatisfied	% within column	10%	11%	11%	11%	11%	10%	11%	9%	11%	10%	10%	12%	**
	Weighted counts	141	198	137	167	336	294	548	44	33	17	460	179	
	Column Comparisons													
Fairly dissatisfied	% within column	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	3%	**
	Weighted counts	35	54	34	39	84	73	134	14	9	4	118	43	
	Column Comparisons													
Very dissatisfied	% within column	2%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	**
	Weighted counts	26	16	12	16	34	35	54	8	7	1	59	11	
	Column Comparisons													
I don't know	% within column	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	Weighted counts	7	4	2	4	5	12	16	1	1	0	12	6	
	Column Comparisons													
NET: Satisfied	% within column	85%	84%	85%	85%	85%	85%	85%	86%	83%	87%	85%	84%	**
	Weighted counts	1,181	1,462	1,080	1,280	2,587	2,401	4,199	406	245	154	3,743	1,249	
	Column Comparisons													
NET: Dissatisfied	% within column	4%	4%	4%	4%	4%	4%	4%	5%	5%	3%	4%	4%	**
	Weighted counts	61	70	46	55	119	108	189	22	16	6	177	54	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons													
		1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
	Columns	A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
QG6: How would you rate your overall satisfaction with postal services? (ALL providers)		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Very satisfied	% within column	39%	50%	30%	38%	39%	39%	39%	39%	39%	34%	39%	40%	38%	41%
	Weighted counts	2,281	1,264	1,017	566	575	549	591	1,122	1,159	279	766	746	260	230
	Column Comparisons	-	B												
Fairly satisfied	% within column	48%	43%	52%	48%	48%	49%	47%	48%	48%	52%	47%	47%	50%	45%
	Weighted counts	2,821	1,089	1,731	703	693	699	725	1,373	1,447	433	919	882	340	247
	Column Comparisons	-		A											
Neither satisfied nor dissatisfied	% within column	10%	5%	13%	10%	9%	9%	10%	10%	10%	10%	10%	10%	9%	9%
	Weighted counts	571	122	449	153	136	126	156	278	293	84	195	185	58	49
	Column Comparisons	-		A											
Fairly dissatisfied	% within column	2%	1%	3%	2%	2%	2%	3%	2%	2%	2%	2%	3%	3%	2%
	Weighted counts	133	33	99	31	29	31	42	59	74	13	38	50	19	13
	Column Comparisons	-		A											
Very dissatisfied	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	2%
	Weighted counts	42	8	34	12	12	10	8	24	17	2	10	18	3	9
	Column Comparisons	-		a											
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	0%	1%	1%
	Weighted counts	48	18	30	14	12	10	12	31	17	15	17	5	4	6
	Column Comparisons	-									c				
NET: Satisfied	% within column	87%	93%	82%	86%	87%	88%	86%	86%	87%	86%	87%	86%	88%	86%
	Weighted counts	5,102	2,354	2,748	1,269	1,268	1,249	1,317	2,496	2,606	712	1,685	1,628	600	477
	Column Comparisons	-	B												
NET: Dissatisfied	% within column	3%	2%	4%	3%	3%	3%	3%	3%	3%	2%	2%	4%	3%	4%
	Weighted counts	174	41	133	43	41	41	50	84	91	14	48	68	21	23
	Column Comparisons	-		A											
Effective Column n	% within column														
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365
Unweighted base	Column Comparisons														
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513
Weighted base	Column Comparisons														
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
Q6: How would you rate your overall satisfaction with postal services? (ALL providers)		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Very satisfied	% within column	35%	38%	42%	40%	39%	38%	40%	29%	37%	42%	40%	36%	**
	Weighted counts	490	665	525	600	1,190	1,082	1,964	134	109	74	1,735	542	
	Column Comparisons			a				B		b	B			
Fairly satisfied	% within column	52%	49%	45%	46%	48%	48%	47%	58%	49%	46%	48%	48%	**
	Weighted counts	719	841	569	691	1,465	1,349	2,321	276	143	81	2,094	721	
	Column Comparisons	c d							A c D					
Neither satisfied nor dissatisfied	% within column	9%	10%	10%	10%	9%	10%	10%	10%	10%	9%	9%	11%	**
	Weighted counts	120	167	126	157	282	278	479	46	29	17	400	169	
	Column Comparisons													
Fairly dissatisfied	% within column	2%	2%	2%	3%	3%	2%	2%	2%	3%	2%	2%	3%	**
	Weighted counts	28	35	31	40	76	56	111	11	8	3	93	40	
	Column Comparisons													
Very dissatisfied	% within column	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%	**
	Weighted counts	17	11	4	9	17	23	35	2	3	1	34	7	
	Column Comparisons													
I don't know	% within column	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%	**
	Weighted counts	16	15	10	8	16	27	42	2	3	1	35	10	
	Column Comparisons													
NET: Satisfied	% within column	87%	87%	87%	86%	87%	86%	87%	87%	85%	88%	87%	85%	**
	Weighted counts	1,210	1,507	1,094	1,292	2,655	2,431	4,285	410	252	155	3,829	1,263	
	Column Comparisons													
NET: Dissatisfied	% within column	3%	3%	3%	3%	3%	3%	3%	3%	4%	3%	3%	3%	**
	Weighted counts	45	46	35	49	93	80	146	13	11	4	127	47	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons													
	Weighted counts	1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons													
	Weighted counts	1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 2 of 2

Section H: Reported Experience

Ofcom Residential Postal Tracker (January 2017 - December 2017)

								Demographics											
				Methodology		Quarter		Gender		Age					SEG				
QH1_1: Problems with Royal Mail's service in the last 12 months... Lost mail				Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column			12%	6%	16%	12%	13%	11%	11%	11%	13%	12%	14%	13%	9%	6%	12%	11%
	Weighted counts			699	155	544	182	191	153	172	307	392	102	264	237	65	31	173	199
	Column Comparisons			-		A						a	e	E	E				
No	% within column			83%	92%	76%	82%	82%	84%	84%	83%	82%	83%	82%	81%	85%	88%	83%	83%
	Weighted counts			4,879	2,329	2,550	1,209	1,195	1,190	1,285	2,404	2,476	681	1,595	1,537	579	487	1,152	1,442
	Column Comparisons			-		B											b c		
I don't know	% within column			5%	2%	8%	6%	5%	6%	5%	6%	5%	5%	4%	6%	6%	6%	5%	5%
	Weighted counts			317	51	266	87	70	81	78	178	139	42	86	112	40	36	65	93
	Column Comparisons			-		A						b							
% within column																			
Effective Column n				4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Weighted counts																			
Column Comparisons																			
Unweighted base				5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base				5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns				A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QH1_1: Problems with Royal Mail's service in the last 12 months... Lost mail		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes	% within column	11%	13%	13%	11%	12%	11%	13%	11%	11%	13%	**
	Weighted counts	134	192	393	298	586	54	40	20	501	196	
	Column Comparisons			b								
No	% within column	83%	82%	83%	83%	83%	83%	79%	84%	84%	80%	**
	Weighted counts	1,051	1,234	2,525	2,332	4,110	389	232	149	3,672	1,197	
	Column Comparisons											
I don't know	% within column	6%	5%	4%	7%	5%	6%	8%	5%	5%	6%	**
	Weighted counts	80	80	128	185	256	28	24	9	220	95	
	Column Comparisons				A							
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Column Comparisons												
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QH1_2: Problems with Royal Mail's service in the last 12 months... Damaged mail		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	12%	6%	16%	11%	12%	12%	12%	12%	12%	12%	13%	12%	9%	9%	13%	11%
	Weighted counts	702	152	551	169	176	168	190	337	365	95	257	234	64	52	177	192
	Column Comparisons	-		A													
No	% within column	87%	94%	81%	87%	87%	87%	86%	87%	87%	86%	85%	87%	90%	90%	86%	87%
	Weighted counts	5,114	2,376	2,738	1,287	1,264	1,237	1,326	2,510	2,604	707	1,655	1,637	615	500	1,197	1,517
	Column Comparisons	-	B											b	b		
I don't know	% within column	1%	0%	2%	2%	1%	1%	1%	1%	1%	3%	2%	1%	1%	0%	1%	1%
	Weighted counts	79	7	71	22	17	20	19	42	37	23	33	15	5	1	16	25
	Column Comparisons	-		A							c e						
% within column																	
Effective Column n		4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Weighted counts																	
Column Comparisons																	
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QH1_2: Problems with Royal Mail's service in the last 12 months... Damaged mail		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	Unkn-own
Yes	% within column	12%	12%	13%	11%	12%	12%	14%	9%	12%	13%	**
	Weighted counts	147	186	382	319	590	56	40	16	510	192	
	Column Comparisons											
No	% within column	87%	86%	86%	87%	87%	87%	84%	89%	87%	86%	**
	Weighted counts	1,098	1,301	2,631	2,456	4,297	411	247	158	3,828	1,274	
	Column Comparisons											
I don't know	% within column	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	**
	Weighted counts	19	19	34	40	65	4	7	2	54	23	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons											
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$)

part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QH1_3: Problems with Royal Mail's service in the last 12 months... Delayed mail		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	19%	11%	25%	19%	19%	18%	19%	17%	20%	22%	21%	19%	14%	13%	21%	18%
	Weighted counts	1,113	268	845	281	276	263	293	499	614	180	417	350	95	70	287	314
	Column Comparisons	-		A						a	d E	D E	d e				
No	% within column	75%	86%	67%	75%	75%	75%	76%	77%	74%	73%	74%	75%	78%	80%	74%	76%
	Weighted counts	4,427	2,191	2,236	1,102	1,091	1,072	1,163	2,212	2,216	603	1,434	1,413	533	445	1,025	1,312
	Column Comparisons	-	B						b						a b		
I don't know	% within column	6%	3%	8%	6%	6%	6%	5%	6%	6%	5%	5%	7%	8%	7%	6%	6%
	Weighted counts	355	76	280	96	90	90	79	178	177	43	95	123	56	39	79	109
	Column Comparisons	-		A													
Effective Column n																	
Weighted counts		4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Column Comparisons																	
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p \leq 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
QH1_3: Problems with Royal Mail's service in the last 12 months... Delayed mail		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes	% within column	19%	18%	20%	17%	19%	21%	20%	17%	18%	21%	**
	Weighted counts	240	272	616	493	924	99	60	30	796	312	
	Column Comparisons			b								
No	% within column	76%	75%	75%	75%	75%	74%	72%	78%	76%	73%	**
	Weighted counts	957	1,134	2,296	2,111	3,728	348	213	139	3,339	1,081	
	Column Comparisons											
I don't know	% within column	5%	7%	4%	8%	6%	5%	8%	5%	6%	6%	**
	Weighted counts	68	100	135	211	300	24	23	8	257	95	
	Column Comparisons				A							
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Column Comparisons												
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QH1_4: Problems with Royal Mail's service in the last 12 months... Mis-delivered mail - you have received someone else's mail or they have received yours		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	39%	31%	45%	37%	36%	42%	40%	37%	40%	30%	37%	42%	41%	43%	41%	38%
	Weighted counts	2,291	779	1,513	544	521	605	622	1,082	1,209	252	722	799	280	239	575	667
	Column Comparisons	-		A			a b					a	A b	A	A		
No	% within column	59%	68%	52%	61%	63%	56%	57%	60%	58%	66%	61%	56%	59%	56%	58%	60%
	Weighted counts	3,499	1,736	1,764	903	918	798	880	1,746	1,753	549	1,180	1,061	401	309	799	1,038
	Column Comparisons	-	B		c	c d					b C d e	c					
I don't know	% within column	2%	1%	2%	2%	1%	2%	2%	2%	1%	3%	2%	1%	0%	1%	1%	2%
	Weighted counts	104	20	84	31	18	22	33	60	44	25	44	26	3	6	15	29
	Column Comparisons	-		A							d	d					
Effective Column n																	
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
	Column Comparisons																
Unweighted base																	
Weighted base																	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QH1_4: Problems with Royal Mail's service in the last 12 months... Mis-delivered mail - you have received someone else's mail or they have received yours		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes	% within column	37%	38%	37%	40%	38%	47%	44%	27%	38%	41%	**
	Weighted counts	470	579	1,143	1,129	1,892	221	131	48	1,672	613	
	Column Comparisons					d	a D	D				
No	% within column	60%	60%	61%	58%	60%	52%	54%	71%	60%	57%	**
	Weighted counts	765	896	1,858	1,632	2,970	244	158	126	2,637	856	
	Column Comparisons			b		b		a B C				
I don't know	% within column	2%	2%	2%	2%	2%	1%	2%	1%	2%	1%	**
	Weighted counts	30	30	46	54	90	6	6	2	83	20	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons											
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

								Demographics									
QH1_5: Problems with Royal Mail's service in the last 12 months... Mail that has been tampered with		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	6%	2%	9%	5%	6%	6%	7%	6%	6%	7%	9%	5%	4%	2%	6%	6%
	Weighted counts	366	63	303	81	93	81	112	187	179	54	182	92	26	13	85	101
	Column Comparisons	-		A							e	C D E					
No	% within column	91%	96%	86%	91%	90%	91%	90%	90%	91%	89%	88%	92%	93%	95%	91%	90%
	Weighted counts	5,337	2,444	2,893	1,349	1,318	1,296	1,374	2,609	2,728	731	1,703	1,740	639	525	1,270	1,568
	Column Comparisons	-	B										a B	a B	a B		
I don't know	% within column	3%	1%	5%	3%	3%	3%	3%	3%	3%	5%	3%	3%	3%	3%	3%	4%
	Weighted counts	192	28	164	48	47	49	49	92	100	41	61	55	19	16	35	66
	Column Comparisons	-		A													
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
	Column Comparisons																
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QH1_5: Problems with Royal Mail's service in the last 12 months... Mail that has been tampered with		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes	% within column	6%	7%	8%	4%	6%	6%	6%	5%	6%	6%	**
	Weighted counts	80	101	235	125	309	30	19	9	274	92	
	Column Comparisons			B								
No	% within column	90%	90%	90%	91%	90%	91%	90%	93%	91%	91%	**
	Weighted counts	1,142	1,357	2,743	2,573	4,481	427	264	164	3,978	1,348	
	Column Comparisons											
I don't know	% within column	3%	3%	2%	4%	3%	3%	4%	2%	3%	3%	**
	Weighted counts	43	48	69	117	162	15	12	4	140	49	
	Column Comparisons				A							
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QH1_6: Problems with Royal Mail's service in the last 12 months... A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Yes	% within column	24%	19%	29%	22%	23%	25%	27%	23%	26%	26%	29%	23%	20%	16%	28%	24%
	Weighted counts	1,436	475	961	323	333	363	417	660	775	214	555	441	136	89	387	410
	Column Comparisons	-		A				a		a	d E	c D E	e			d	
No	% within column	73%	79%	68%	75%	75%	70%	71%	73%	72%	70%	67%	75%	78%	83%	69%	73%
	Weighted counts	4,285	1,996	2,290	1,111	1,096	996	1,082	2,122	2,163	574	1,309	1,412	532	459	953	1,270
	Column Comparisons	-	B		c d	c d							a B	a B	A B c		
I don't know	% within column	3%	3%	3%	3%	2%	5%	2%	4%	2%	5%	4%	2%	2%	1%	4%	3%
	Weighted counts	174	64	109	44	29	66	36	106	68	38	81	33	16	5	49	54
	Column Comparisons	-					b d		b		C e	C e					
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
	Column Comparisons																
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QH1_6: Problems with Royal Mail's service in the last 12 months... A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery		Demographics										
		SEG		Working status		UK nation				Rurality		
						NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes	% within column	25%	21%	27%	22%	24%	25%	27%	17%	25%	21%	**
	Weighted counts	318	321	815	607	1,209	117	80	30	1,115	318	
	Column Comparisons			B			d	D		b		
No	% within column	72%	76%	70%	76%	73%	72%	70%	82%	72%	76%	**
	Weighted counts	913	1,149	2,129	2,143	3,594	340	207	144	3,143	1,134	
	Column Comparisons		A		A				b C		a	
I don't know	% within column	3%	2%	3%	2%	3%	3%	3%	2%	3%	2%	**
	Weighted counts	34	36	103	66	149	14	8	3	134	37	
	Column Comparisons			b								
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

								Demographics									
QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Yes	% within column	9%	5%	12%	9%	10%	8%	9%	8%	10%	9%	11%	9%	9%	5%	9%	9%
	Weighted counts	537	130	407	131	149	118	138	241	296	71	205	173	61	26	127	150
	Column Comparisons	-		A								e	e				
No	% within column	90%	95%	86%	89%	89%	91%	89%	90%	89%	88%	88%	90%	91%	95%	89%	90%
	Weighted counts	5,284	2,397	2,887	1,321	1,294	1,295	1,374	2,610	2,674	727	1,709	1,702	621	525	1,243	1,560
	Column Comparisons	-	B											a B c			
Don't know	% within column	1%	0%	2%	2%	1%	1%	2%	1%	1%	3%	2%	1%	0%	0%	1%	1%
	Weighted counts	74	8	67	26	14	12	23	38	37	27	32	11	2	2	21	25
	Column Comparisons	-		A							b C D e	c d					
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
	Column Comparisons																
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services?		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Yes	% within column	9%	10%	10%	8%	9%	9%	11%	8%	9%	10%	**
	Weighted counts	116	144	319	216	451	41	31	14	392	144	
	Column Comparisons			b								
No	% within column	89%	90%	88%	91%	90%	90%	88%	91%	90%	89%	**
	Weighted counts	1,130	1,351	2,684	2,575	4,441	424	258	160	3,946	1,327	
	Column Comparisons			A								
Don't know	% within column	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	**
	Weighted counts	19	10	44	25	60	6	5	3	54	18	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																		
		Method-ology			Quarter				Gender		Age					SEG				Working status
		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
QH3: Did you make a complaint to Royal Mail?																				
No		13%	17%	12%	11%	7%	17%	17%	10%	15%	20%	14%	9%	15%	**	9%	14%	16%	13%	12%
		69	22	48	15	11	20	24	25	44	14	28	15	9		11	21	18	19	38
		-																		
		24%	32%	22%	24%	25%	24%	24%	26%	23%	21%	24%	25%	24%	**	23%	22%	21%	30%	23%
Yes, by telephone		130	42	88	32	37	28	33	63	67	15	50	44	14		29	33	25	43	74
		-	b																	
		24%	17%	27%	26%	24%	23%	23%	27%	22%	27%	28%	22%	16%	**	33%	18%	24%	22%	25%
Yes, by email		130	22	108	34	37	27	32	64	66	19	58	39	10		42	27	28	32	79
		-																		
		15%	17%	14%	14%	14%	16%	15%	12%	17%	7%	12%	20%	10%	**	10%	15%	17%	16%	13%
Yes, in person (e.g. to the postman/woman)		78	23	55	18	21	19	20	28	50	5	25	34	6		13	22	19	23	43
		-																		
		8%	2%	10%	5%	13%	6%	8%	9%	7%	4%	8%	9%	12%	**	7%	11%	7%	8%	8%
Yes, by letter		45	2	42	7	19	7	11	23	22	3	16	15	7		9	16	8	12	26
		-	a																	
		7%	5%	7%	7%	7%	4%	9%	8%	6%	12%	8%	6%	3%	**	7%	4%	10%	7%	9%
Yes, on an online web forum		37	7	30	9	11	5	12	19	18	8	16	11	2		9	6	12	10	30
		-																		b
		6%	8%	5%	8%	6%	7%	2%	4%	7%	1%	1%	8%	20%	**	8%	10%	2%	2%	5%
Yes, by other means		31	11	21	11	9	8	3	10	21	1	2	14	12		11	15	3	3	17
		-											b	a B						
		3%	2%	4%	3%	4%	3%	2%	4%	3%	7%	5%	1%	0%	**	2%	6%	3%	2%	4%
Yes, via social media (Facebook, Twitter, etc)		17	2	15	4	6	3	3	9	8	5	10	2	0		3	8	3	2	13
		-																		
		87%	83%	88%	89%	93%	83%	83%	90%	85%	80%	86%	91%	85%	**	91%	86%	84%	87%	88%
NET: Yes		467	109	359	116	139	98	115	216	251	57	177	158	52		115	128	98	125	281
		-																		
		410	72	338	102	106	92	109	180	230	54	164	130	38	24	99	117	79	115	239
Effective Column n																				
		558	98	460	139	145	125	149	245	313	73	223	177	52	33	135	159	107	157	326

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Work- ing status	UK nation			Rurality			
		Not work- ing	NET: Eng- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
QH3: Did you make a complaint to Royal Mail?	% within column	15%	13%	11%	13%	12%	13%	13%	**
No	Weighted counts	31	59	4	4	2	50	19	
	Column Comparisons								
	% within column	26%	23%	29%	23%	37%	24%	24%	**
Yes, by telephone	Weighted counts	56	106	12	7	5	95	35	
	Column Comparisons								
	% within column	23%	25%	25%	21%	14%	23%	27%	**
Yes, by email	Weighted counts	51	111	10	7	2	91	39	
	Column Comparisons								
	% within column	15%	14%	18%	17%	10%	15%	14%	**
Yes, in person (e.g. to the postman/woman)	Weighted counts	33	64	8	5	1	57	20	
	Column Comparisons								
	% within column	9%	9%	7%	6%	6%	9%	6%	**
Yes, by letter	Weighted counts	19	39	3	2	1	36	9	
	Column Comparisons								
	% within column	3%	7%	4%	9%	14%	8%	5%	**
Yes, on an online web forum	Weighted counts	7	31	1	3	2	30	7	
	Column Comparisons								
	% within column	7%	6%	7%	3%	7%	5%	9%	**
Yes, by other means	Weighted counts	14	26	3	1	1	19	12	
	Column Comparisons								
	% within column	2%	3%	0%	6%	1%	4%	2%	**
Yes, via social media (Facebook, Twitter, etc)	Weighted counts	4	15	0	2	0	14	3	
	Column Comparisons								
	% within column	85%	87%	89%	87%	88%	87%	87%	**
NET: Yes	Weighted counts	184	391	37	27	12	342	125	
	Column Comparisons								
	% within column								
Effective Column n	Weighted counts	169	258	51	58	43	278	131	1
	Column Comparisons								
Unweighted base		230	351	70	79	58	378	179	1

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$); A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

	Demographics																		
	Method-ology			Quarter				Gender		Age					SEG				Work- ing status
	Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
QH3: Did you make a complaint to Royal Mail?																			
Weighted base	537	130	407	131	149	118	138	241	296	71	205	173	61	26	127	150	116	144	319
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year
 Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

	Demographics							
	Work- ing status	UK nation				Rurality		
	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
QH3: Did you make a complaint to Royal Mail?								
Weighted base	216	451	41	31	14	392	144	1
Columns	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year
 Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$); A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																	
		Method- ology		Quarter				Gender		Age					SEG				
				Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	
QH4: Where did you find information about how to make a complaint, or did you not need this information?		Total	CAPI	Onli- ne															
On Royal Mail's website	% within column	59%	47%	62%	53%	61%	60%	61%	68%	51%	70%	65%	56%	**	**	66%	60%	60%	51%
	Weighted counts	275	51	224	61	85	59	70	147	128	40	115	89			76	77	59	63
	Column Comparisons	-		a					b										
Didn't need this information	% within column	14%	15%	14%	16%	16%	13%	12%	11%	17%	15%	11%	15%	**	**	18%	13%	9%	17%
	Weighted counts	68	17	51	18	22	13	14	24	44	9	20	24			21	17	9	21
	Column Comparisons	-																	
Speaking to someone who works for Royal Mail over the phone	% within column	12%	14%	11%	13%	9%	11%	15%	13%	11%	7%	13%	13%	**	**	8%	10%	19%	12%
	Weighted counts	56	15	41	15	12	11	17	28	28	4	23	20			9	13	19	15
	Column Comparisons	-																	
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	% within column	11%	16%	9%	11%	9%	11%	13%	9%	12%	3%	10%	12%	**	**	5%	12%	12%	14%
	Weighted counts	51	17	34	12	13	11	15	19	31	2	19	19			6	16	12	18
	Column Comparisons	-																	
Another way	% within column	6%	10%	5%	9%	6%	5%	2%	4%	7%	3%	6%	6%	**	**	4%	6%	6%	7%
	Weighted counts	27	10	17	11	9	5	2	8	19	2	10	10			4	8	6	9
	Column Comparisons	-																	
I don't know	% within column	2%	2%	2%	2%	1%	3%	1%	0%	3%	2%	0%	2%	**	**	3%	2%	1%	1%
	Weighted counts	8	2	6	2	2	3	1	1	8	1	1	3			3	3	1	1
	Column Comparisons	-																	
Effective Column n	% within column																		
	Weighted counts	367	64	303	92	99	77	99	163	205	43	144	122	36	22	91	105	70	101
	Column Comparisons																		
Unweighted base		488	85	403	122	132	103	131	216	272	57	192	162	48	29	121	140	93	134
Weighted base		467	109	359	116	139	98	115	216	251	57	177	158	52	24	115	128	98	125
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation			Rurality		
		Not working	NET: England	NET: Scotland	N. Ireland	Urban	Unknown		
QH4: Where did you find information about how to make a complaint, or did you not need this information?		64%	52%	59%	61%	57%	59%	58%	**
On Royal Mail's website	% within column	64%	52%	59%	61%	57%	59%	58%	**
	Weighted counts	179	95	230	22	15	7	202	72
	Column Comparisons	b							
Didn't need this information	% within column	11%	19%	14%	14%	21%	17%	15%	12%
	Weighted counts	30	35	55	5	6	2	52	15
	Column Comparisons	a							
Speaking to someone who works for Royal Mail over the phone	% within column	13%	11%	12%	13%	9%	15%	11%	15%
	Weighted counts	36	19	47	5	2	2	38	18
	Column Comparisons								
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	% within column	10%	13%	11%	15%	10%	10%	10%	14%
	Weighted counts	27	23	41	6	3	1	34	17
	Column Comparisons								
Another way	% within column	7%	4%	7%	2%	1%	2%	7%	3%
	Weighted counts	19	8	26	1	0	0	23	4
	Column Comparisons								
I don't know	% within column	1%	3%	2%	0%	3%	0%	2%	2%
	Weighted counts	3	6	8	0	1	0	6	2
	Column Comparisons								
Effective Column n	% within column	217	149	231	46	52	38	249	117
	Weighted counts	217	149	231	46	52	38	249	117
	Column Comparisons								
Unweighted base		288	198	307	61	69	51	331	156
Weighted base		281	184	391	37	27	12	342	125
Columns		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																			
		Method- ology		Quarter				Gender		Age					SEG				Working status		
QH5: How easy or difficult did you find it to make a complaint about Royal Mail?		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing
Very easy	% within column	20%	26%	18%	21%	25%	14%	18%	20%	20%	17%	22%	20%	**	**	22%	17%	18%	23%	20%	20%
	Weighted counts	93	28	65	25	34	13	21	44	50	10	39	31			25	22	17	29	56	37
	Column Comparisons	-																			
Fairly easy	% within column	33%	29%	34%	35%	26%	38%	34%	34%	32%	42%	36%	29%	**	**	26%	32%	44%	30%	36%	28%
	Weighted counts	152	32	120	41	36	37	39	73	80	24	63	46			30	41	43	38	101	51
	Column Comparisons	-																			
Neither easy nor difficult	% within column	15%	11%	16%	9%	16%	15%	19%	14%	16%	10%	13%	16%	**	**	13%	14%	17%	15%	14%	15%
	Weighted counts	69	12	58	11	22	15	22	30	39	6	22	25			15	18	17	19	40	27
	Column Comparisons	-																			
Fairly difficult	% within column	16%	12%	17%	21%	17%	13%	13%	14%	18%	12%	15%	17%	**	**	11%	21%	11%	20%	13%	21%
	Weighted counts	75	13	62	25	23	13	14	31	44	7	26	28			13	27	11	25	37	39
	Column Comparisons	-																			a
Very difficult	% within column	15%	21%	13%	12%	17%	20%	12%	17%	14%	15%	14%	18%	**	**	28%	15%	7%	10%	16%	15%
	Weighted counts	71	23	48	14	24	20	14	36	35	8	24	28			32	20	7	13	44	27
	Column Comparisons	-														c d					
I don't know	% within column	1%	0%	1%	1%	0%	0%	4%	1%	1%	4%	1%	0%	**	**	0%	1%	3%	1%	1%	1%
	Weighted counts	5	0	5	1	0	0	4	3	2	2	2	0			0	1	3	2	3	3
	Column Comparisons	-																			
NET: Easy	% within column	53%	55%	52%	56%	51%	51%	52%	54%	52%	59%	58%	49%	**	**	48%	49%	62%	54%	56%	48%
	Weighted counts	246	60	186	65	70	50	60	116	129	34	102	77			55	63	60	67	157	88
	Column Comparisons	-																			
NET: Difficult	% within column	31%	33%	31%	34%	34%	33%	25%	31%	32%	27%	28%	35%	**	**	39%	36%	18%	30%	29%	36%
	Weighted counts	147	36	110	39	47	32	28	67	80	15	50	55			45	47	18	38	81	66
	Column Comparisons	-														c	c				
Effective Column n		367	64	303	92	99	77	99	163	205	43	144	122	36	22	91	105	70	101	217	149
Unweighted base		488	85	403	122	132	103	131	216	272	57	192	162	48	29	121	140	93	134	288	198
Weighted base		467	109	359	116	139	98	115	216	251	57	177	158	52	24	115	128	98	125	281	184
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics						
		UK nation				Rurality		
		NET: Engl- and	NET: Scotl- and	N. Wal- es	N. Irel- and	Urb- an	Unkn- own	
QH5: How easy or difficult did you find it to make a complaint about Royal Mail?								
Very easy	<i>% within column</i>	20%	18%	21%	22%	20%	19%	**
	<i>Weighted counts</i>	78	7	6	3	70	24	
	<i>Column Comparisons</i>							
Fairly easy	<i>% within column</i>	33%	39%	33%	15%	34%	29%	**
	<i>Weighted counts</i>	127	14	9	2	115	36	
	<i>Column Comparisons</i>							
Neither easy nor difficult	<i>% within column</i>	15%	10%	20%	13%	16%	12%	**
	<i>Weighted counts</i>	59	4	5	2	55	15	
	<i>Column Comparisons</i>							
Fairly difficult	<i>% within column</i>	16%	22%	11%	19%	14%	22%	**
	<i>Weighted counts</i>	62	8	3	2	48	27	
	<i>Column Comparisons</i>							
Very difficult	<i>% within column</i>	15%	11%	14%	29%	14%	18%	**
	<i>Weighted counts</i>	60	4	4	3	49	22	
	<i>Column Comparisons</i>							
I don't know	<i>% within column</i>	1%	0%	2%	3%	1%	0%	**
	<i>Weighted counts</i>	5	0	0	0	5	0	
	<i>Column Comparisons</i>							
NET: Easy	<i>% within column</i>	53%	57%	54%	36%	54%	48%	**
	<i>Weighted counts</i>	206	21	15	4	185	60	
	<i>Column Comparisons</i>							
NET: Difficult	<i>% within column</i>	31%	33%	25%	47%	28%	40%	**
	<i>Weighted counts</i>	122	12	7	6	97	50	
	<i>Column Comparisons</i>						a	
Effective Column n	<i>% within column</i>							
	<i>Weighted counts</i>	231	46	52	38	249	117	1
	<i>Column Comparisons</i>							
Unweighted base		307	61	69	51	331	156	1
Weighted base		391	37	27	12	342	125	1
Columns		A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f, g (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																		
		Method-ology			Quarter				Gender		Age					SEG				Work- ing status
QH6: What was difficult about making the complaint to Royal Mail?		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
Getting through to the right person to speak to	% within column	52%	**	50%	**	**	**	**	48%	56%	**	53%	52%	**	**	**	59%	**	**	60%
	Weighted counts	77		55					32	44		27	29				27			49
	Column Comparisons	-																		
Finding out how to make a complaint	% within column	36%	**	36%	**	**	**	**	38%	35%	**	44%	25%	**	**	**	25%	**	**	32%
	Weighted counts	53		40					25	28		22	14				12			26
	Column Comparisons	-																		
Other	% within column	25%	**	24%	**	**	**	**	28%	22%	**	23%	30%	**	**	**	32%	**	**	25%
	Weighted counts	36		26					19	18		11	16				15			20
	Column Comparisons	-																		
I don't know	% within column	2%	**	2%	**	**	**	**	1%	3%	**	3%	2%	**	**	**	2%	**	**	2%
	Weighted counts	3		3					0	2		1	1				1			1
	Column Comparisons	-																		
Effective Column n																				
		115	20	95	30	34	26	26	55	61	10	44	41	14	7	30	38	16	31	63
Unweighted base		156	27	129	40	46	35	35	74	82	13	60	55	19	9	41	52	21	42	85
Weighted base		147	36	110	39	47	32	28	67	80	15	50	55	20	6	45	47	18	38	81
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics						
		Work- ing status	UK nation			Rurality		
		Not work- ing	NET: Engl- and	NET: Scotl- and	N. Irel- and	Urb- an	Unkn- own	
QH6: What was difficult about making the complaint to Royal Mail?		43%	52%	**	**	55%	47%	**
Getting through to the right person to speak to		28	63			53	23	
		<i>Column Comparisons</i>						
		<i>% within column</i>						
Finding out how to make a complaint		41%	34%	**	**	40%	29%	**
		27	42			39	15	
		<i>Column Comparisons</i>						
		<i>% within column</i>						
Other		25%	24%	**	**	22%	31%	**
		16	30			21	15	
		<i>Column Comparisons</i>						
		<i>% within column</i>						
I don't know		2%	1%	**	**	3%	0%	**
		1	2			3	0	
		<i>Column Comparisons</i>						
		<i>% within column</i>						
Effective Column n		52	72	15	13	16	72	43
		<i>Weighted counts</i>						
		<i>Column Comparisons</i>						
Unweighted base		71	97	20	17	22	98	58
		<i>Weighted counts</i>						
Weighted base		66	122	12	7	6	97	50
		<i>Weighted counts</i>						
Columns		B	A	B	C	D	A	B
		<i>Column Comparisons</i>						
		<i>% within column</i>						

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics																	
			Method-ology		Quarter				Gender		Age					SEG				
QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled			Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Very satisfied	% within column	14%	13%	14%	13%	16%	12%	13%	11%	16%	13%	16%	11%	**	**	13%	12%	14%	16%	
	Weighted counts	63	14	49	15	22	12	14	23	40	7	27	18			15	15	13	20	
	Column Comparisons	-																		
Fairly satisfied	% within column	24%	25%	24%	25%	24%	26%	22%	32%	17%	36%	31%	17%	**	**	25%	23%	33%	19%	
	Weighted counts	113	27	86	29	33	25	26	70	44	21	55	27			29	29	32	23	
	Column Comparisons	-							b		c	c								
Neither satisfied nor dissatisfied	% within column	19%	9%	22%	15%	18%	21%	23%	15%	22%	22%	15%	18%	**	**	15%	14%	24%	23%	
	Weighted counts	88	10	78	17	25	21	26	33	55	13	26	28			18	18	23	29	
	Column Comparisons	-		a																
Fairly dissatisfied	% within column	17%	12%	19%	17%	22%	16%	13%	15%	19%	15%	20%	16%	**	**	15%	20%	11%	22%	
	Weighted counts	81	13	68	19	31	16	15	32	49	8	34	26			17	25	11	28	
	Column Comparisons	-																		
Very dissatisfied	% within column	24%	39%	19%	28%	19%	22%	27%	26%	21%	10%	16%	36%	**	**	32%	28%	17%	16%	
	Weighted counts	111	42	69	32	27	21	31	57	54	5	29	58			37	37	17	20	
	Column Comparisons	-	B										a B							
I don't know	% within column	2%	3%	2%	2%	1%	3%	3%	1%	4%	4%	3%	2%	**	**	0%	4%	2%	3%	
	Weighted counts	11	3	8	3	2	3	3	1	10	2	5	2			1	5	2	4	
	Column Comparisons	-							a											
NET: Satisfied	% within column	38%	37%	38%	39%	39%	38%	35%	43%	33%	50%	47%	28%	**	**	38%	34%	46%	35%	
	Weighted counts	177	41	136	45	55	37	40	93	84	28	82	44			43	44	45	44	
	Column Comparisons	-										c								
NET: Dissatisfied	% within column	41%	51%	38%	44%	41%	38%	40%	41%	41%	24%	36%	53%	**	**	46%	48%	28%	38%	
	Weighted counts	192	55	137	52	57	37	46	89	103	14	63	83			54	62	28	48	
	Column Comparisons	-	b									a b					c			
Effective Column n	% within column																			
	Weighted counts	367	64	303	92	99	77	99	163	205	43	144	122	36	22	91	105	70	101	
Unweighted base	Column Comparisons																			
	Weighted counts	488	85	403	122	132	103	131	216	272	57	192	162	48	29	121	140	93	134	
Weighted base	Column Comparisons																			
	Weighted counts	467	109	359	116	139	98	115	216	251	57	177	158	52	24	115	128	98	125	
Columns	Column Comparisons																			
		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation				Rurality	
		Not working	Working	NET: England	NET: Scotland	N. Wales	Ireland	Urban	Unknown
QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled									
Very satisfied	% within column	13%	15%	13%	15%	16%	13%	12%	18%
	Weighted counts	36	28	52	5	4	2	41	22
	Column Comparisons								**
Fairly satisfied	% within column	25%	24%	25%	22%	14%	19%	27%	16%
	Weighted counts	70	43	99	8	4	2	92	21
	Column Comparisons							b	
Neither satisfied nor dissatisfied	% within column	17%	21%	19%	16%	19%	15%	20%	14%
	Weighted counts	48	38	75	6	5	2	70	18
	Column Comparisons								**
Fairly dissatisfied	% within column	18%	17%	16%	20%	26%	22%	15%	24%
	Weighted counts	50	31	64	7	7	3	51	30
	Column Comparisons							a	
Very dissatisfied	% within column	26%	21%	24%	22%	23%	30%	23%	25%
	Weighted counts	72	39	93	8	6	4	80	31
	Column Comparisons								**
I don't know	% within column	2%	3%	2%	5%	2%	2%	2%	2%
	Weighted counts	6	5	9	2	1	0	8	3
	Column Comparisons								**
NET: Satisfied	% within column	37%	39%	39%	37%	30%	32%	39%	34%
	Weighted counts	105	71	151	14	8	4	133	43
	Column Comparisons								**
NET: Dissatisfied	% within column	43%	38%	40%	42%	49%	51%	38%	49%
	Weighted counts	122	70	157	15	13	6	131	61
	Column Comparisons								**
Effective Column n	% within column								
	Weighted counts	217	149	231	46	52	38	249	117
	Column Comparisons								1
Unweighted base		288	198	307	61	69	51	331	156
Weighted base		281	184	391	37	27	12	342	125
Columns		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																	
		Method-ology			Quarter				Gender		Age					SEG			
QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Very satisfied	% within column	15%	12%	16%	18%	16%	15%	12%	14%	16%	19%	16%	13%	**	**	14%	11%	18%	18%
	Weighted counts	70	13	57	21	22	14	14	30	40	11	28	21			16	15	17	22
	Column Comparisons	-																	
Fairly satisfied	% within column	22%	22%	22%	22%	19%	24%	24%	25%	20%	32%	28%	13%	**	**	22%	22%	27%	18%
	Weighted counts	103	24	79	26	26	23	27	53	49	18	49	21			25	28	27	23
	Column Comparisons	-									c	c							
Neither satisfied nor dissatisfied	% within column	17%	12%	19%	12%	19%	16%	22%	15%	19%	16%	16%	16%	**	**	11%	18%	20%	19%
	Weighted counts	80	13	67	14	26	16	25	31	49	9	28	25			13	23	19	24
	Column Comparisons	-																	
Fairly dissatisfied	% within column	19%	18%	19%	19%	23%	19%	14%	18%	20%	15%	19%	21%	**	**	19%	18%	15%	23%
	Weighted counts	88	20	68	22	31	18	16	38	49	9	34	34			22	23	15	29
	Column Comparisons	-																	
Very dissatisfied	% within column	24%	32%	22%	27%	22%	22%	27%	28%	21%	12%	19%	33%	**	**	32%	28%	17%	19%
	Weighted counts	114	35	79	31	30	22	31	60	53	7	34	53			37	36	17	23
	Column Comparisons	-											a b						
I don't know	% within column	3%	3%	3%	3%	2%	5%	2%	1%	4%	5%	3%	3%	**	**	2%	3%	3%	3%
	Weighted counts	13	3	10	3	3	5	2	3	10	3	5	5			2	4	3	4
	Column Comparisons	-																	
NET: Satisfied	% within column	37%	34%	38%	40%	34%	38%	36%	38%	36%	51%	43%	26%	**	**	36%	33%	45%	36%
	Weighted counts	173	37	136	47	48	37	41	83	90	29	77	42			41	42	44	45
	Column Comparisons	-									c	c							
NET: Dissatisfied	% within column	43%	50%	41%	45%	45%	41%	41%	46%	41%	27%	38%	55%	**	**	51%	46%	32%	41%
	Weighted counts	201	55	146	52	62	40	47	99	103	16	68	87			59	59	32	52
	Column Comparisons	-											a b						
Effective Column n	% within column																		
	Weighted counts	367	64	303	92	99	77	99	163	205	43	144	122	36	22	91	105	70	101
	Column Comparisons																		
Unweighted base		488	85	403	122	132	103	131	216	272	57	192	162	48	29	121	140	93	134
Weighted base		467	109	359	116	139	98	115	216	251	57	177	158	52	24	115	128	98	125
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation				Rurality	
QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint		Not working	NET: working	NET: Eng-land	NET: Scotl- and	NET: Wal- es	NET: Irel- and	Urban	Unkn- own
Very satisfied	% within column	13%	18%	15%	12%	15%	14%	14%	18%
	Weighted counts	37	33	60	5	4	2	47	22
	Column Comparisons								**
Fairly satisfied	% within column	22%	23%	23%	21%	14%	14%	23%	19%
	Weighted counts	60	42	89	8	4	2	79	23
	Column Comparisons								**
Neither satisfied nor dissatisfied	% within column	15%	19%	18%	7%	19%	14%	18%	14%
	Weighted counts	43	35	71	3	5	2	63	17
	Column Comparisons								**
Fairly dissatisfied	% within column	22%	14%	18%	25%	27%	19%	18%	22%
	Weighted counts	61	27	69	9	7	2	60	28
	Column Comparisons								**
Very dissatisfied	% within column	25%	23%	24%	28%	21%	37%	24%	25%
	Weighted counts	71	42	93	10	6	5	82	31
	Column Comparisons								**
I don't know	% within column	3%	3%	3%	6%	4%	2%	3%	2%
	Weighted counts	8	6	10	2	1	0	10	3
	Column Comparisons								**
NET: Satisfied	% within column	35%	41%	38%	33%	29%	29%	37%	37%
	Weighted counts	98	75	149	12	8	3	126	46
	Column Comparisons								**
NET: Dissatisfied	% within column	47%	37%	41%	53%	48%	56%	42%	47%
	Weighted counts	132	69	162	20	13	7	142	59
	Column Comparisons								**
Effective Column n	% within column								
	Weighted counts	217	149	231	46	52	38	249	117
	Column Comparisons								1
Unweighted base		288	198	307	61	69	51	331	156
Weighted base		281	184	391	37	27	12	342	125
Columns		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics																	
			Method-ology		Quarter				Gender		Age					SEG				
QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint			Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Very satisfied	% within column	14%	14%	14%	17%	14%	12%	13%	14%	15%	16%	18%	10%	**	**	13%	13%	15%	15%	
	Weighted counts	66	15	51	20	20	11	15	29	37	9	32	16			15	17	15	19	
	Column Comparisons	-																		
Fairly satisfied	% within column	22%	16%	23%	18%	21%	22%	26%	26%	17%	33%	27%	17%	**	**	12%	20%	29%	27%	
	Weighted counts	101	17	84	21	29	22	30	57	44	19	48	27			13	25	28	34	
	Column Comparisons	-							b		d	d						a	a	
Neither satisfied nor dissatisfied	% within column	20%	10%	22%	10%	19%	27%	23%	17%	21%	13%	18%	19%	**	**	19%	19%	25%	16%	
	Weighted counts	91	11	81	12	26	26	27	38	54	7	31	30			22	24	25	21	
	Column Comparisons	-		a			a	a												
Fairly dissatisfied	% within column	16%	18%	15%	25%	20%	12%	6%	12%	19%	12%	16%	16%	**	**	14%	17%	16%	17%	
	Weighted counts	75	20	55	29	27	12	7	26	49	7	28	26			16	22	15	22	
	Column Comparisons	-			d	d														
Very dissatisfied	% within column	26%	37%	23%	28%	25%	23%	28%	29%	23%	21%	18%	36%	**	**	41%	28%	13%	20%	
	Weighted counts	121	40	81	32	34	23	32	64	57	12	33	57			48	36	13	25	
	Column Comparisons	-	b										b			C d	c			
I don't know	% within column	3%	5%	2%	2%	2%	4%	3%	1%	4%	6%	3%	2%	**	**	1%	4%	2%	4%	
	Weighted counts	13	6	7	3	2	4	3	2	10	3	5	2			1	5	2	5	
	Column Comparisons	-																		
NET: Satisfied	% within column	36%	30%	38%	35%	35%	34%	39%	40%	32%	48%	45%	27%	**	**	25%	33%	44%	43%	
	Weighted counts	167	33	135	41	48	33	45	87	81	27	80	42			29	42	43	54	
	Column Comparisons	-									c d	c d						a	a	
NET: Dissatisfied	% within column	42%	55%	38%	52%	44%	35%	34%	42%	42%	33%	34%	53%	**	**	55%	45%	29%	37%	
	Weighted counts	196	60	136	61	62	35	39	90	106	19	60	83			63	58	28	46	
	Column Comparisons	-	b										b			c d				
Effective Column n	% within column																			
	Weighted counts	367	64	303	92	99	77	99	163	205	43	144	122	36	22	91	105	70	101	
	Column Comparisons																			
Unweighted base			488	85	403	122	132	103	131	216	272	57	192	162	48	29	121	140	93	134
Weighted base			467	109	359	116	139	98	115	216	251	57	177	158	52	24	115	128	98	125
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation				Rurality	
QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint		Not working	Working	NET: England	NET: Scotland	N. Wales	Ireland	Urban	Unknown
Very satisfied	% within column	13%	16%	14%	14%	13%	13%	14%	15%
	Weighted counts	37	29	56	5	4	2	47	19
	Column Comparisons								**
Fairly satisfied	% within column	23%	20%	23%	15%	19%	14%	23%	19%
	Weighted counts	64	37	89	5	5	2	77	24
	Column Comparisons								**
Neither satisfied nor dissatisfied	% within column	18%	21%	19%	25%	15%	25%	21%	15%
	Weighted counts	51	38	76	9	4	3	72	19
	Column Comparisons								**
Fairly dissatisfied	% within column	17%	15%	15%	14%	27%	17%	16%	17%
	Weighted counts	47	28	60	5	7	2	54	21
	Column Comparisons								**
Very dissatisfied	% within column	27%	24%	26%	28%	23%	29%	24%	30%
	Weighted counts	76	45	101	10	6	4	84	37
	Column Comparisons								**
I don't know	% within column	2%	4%	2%	5%	4%	2%	3%	3%
	Weighted counts	5	7	10	2	1	0	9	4
	Column Comparisons								**
NET: Satisfied	% within column	36%	36%	37%	29%	32%	27%	36%	35%
	Weighted counts	101	66	145	10	9	3	124	43
	Column Comparisons								**
NET: Dissatisfied	% within column	44%	39%	41%	42%	50%	46%	40%	47%
	Weighted counts	124	72	161	15	14	6	137	59
	Column Comparisons								**
Effective Column n	% within column								
	Weighted counts	217	149	231	46	52	38	249	117
	Column Comparisons								1
Unweighted base		288	198	307	61	69	51	331	156
Weighted base		281	184	391	37	27	12	342	125
Columns		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who made a complaint to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics																	
			Method- ology	Quarter				Gender		Age					SEG					
				Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Fem- ale	Male	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	
QH8: Why didn't you make a complaint to Royal Mail?			Total	CAPI																
% within column			33%	**	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Not worth the hassle			23		17															
Weighted counts			23	**	29%	**	**	**	**	**	**	**	**	**	**	**	**	**		
Column Comparisons			-																	
% within column			23%	**	29%	**	**	**	**	**	**	**	**	**	**	**	**	**		
Wouldn't change anything anyway			16		14															
Weighted counts			16	**	18%	**	**	**	**	**	**	**	**	**	**	**	**	**		
Column Comparisons			-																	
% within column			21%	**	18%	**	**	**	**	**	**	**	**	**	**	**	**	**		
Didn't know where to go/ who to complain to			14		9															
Weighted counts			14	**	24%	**	**	**	**	**	**	**	**	**	**	**	**	**		
Column Comparisons			-																	
% within column			16%	**	24%	**	**	**	**	**	**	**	**	**	**	**	**	**		
Didn't have the time			11		11															
Weighted counts			11	**	14%	**	**	**	**	**	**	**	**	**	**	**	**	**		
Column Comparisons			-		a															
% within column			20%	**	14%	**	**	**	**	**	**	**	**	**	**	**	**	**		
Any other reason			14		7															
Weighted counts			14	**	8%	**	**	**	**	**	**	**	**	**	**	**	**	**		
Column Comparisons			-																	
% within column			5%	**	8%	**	**	**	**	**	**	**	**	**	**	**	**	**		
The problem was sorted without needing to complain			4		4															
Weighted counts			4	**	7%	**	**	**	**	**	**	**	**	**	**	**	**	**		
Column Comparisons			-																	
% within column			5%	**	7%	**	**	**	**	**	**	**	**	**	**	**	**	**		
Not a major issue			4		4															
Weighted counts			4	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**		
Column Comparisons			-																	
% within column			6%	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**		
I don't know			4		2															
Weighted counts			4																	
Column Comparisons			-																	
% within column			44	8	36	11	8	14	11	18	26	10	20	10	3	3	9	12	9	15
Effective Column n			44	8	36	11	8	14	11	18	26	10	20	10	3	3	9	12	9	15
Weighted counts			44	8	36	11	8	14	11	18	26	10	20	10	3	3	9	12	9	15
Column Comparisons			-																	
Unweighted base			70	13	57	17	13	22	18	29	41	16	31	15	4	4	14	19	14	23
Weighted base			69	22	48	15	11	20	24	25	44	14	28	15	9	3	11	21	18	19
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation				Rurality	
		Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Unkn- own
		**	**	**	**	**	**	**	**
QH8: Why didn't you make a complaint to Royal Mail?	% within column								
Not worth the hassle	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Wouldn't change anything anyway	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Didn't know where to go/ who to complain to	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Didn't have the time	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Any other reason	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
The problem was sorted without needing to complain	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Not a major issue	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
I don't know	Weighted counts								
	Column Comparisons								
	% within column								
Effective Column n	Weighted counts	24	20	28	6	6	4	30	15
	Column Comparisons								
Unweighted base		38	32	44	9	10	7	47	23
Weighted base		38	31	59	4	4	2	50	19

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QH8: Why didn't you make a complaint to Royal Mail?	Demographics																	
	Method-ology		Quarter				Gender		Age					SEG				
	Total	CAPI	Onli- ne	Q1	Q2	Q3	Q4	Male	Fem- ale	16-24	25-44	45-64	65-74	75+	AB	C1	C2	DE
				2017	2017	2017	2017			years	years	years	years	years				
Columns	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QH8: Why didn't you make a complaint to Royal Mail?	Demographics								
	Working status		UK nation				Rurality		
	Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year but did not do so

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																		
		Method-ology			Quarter				Gender		Age					SEG				Work- ing status
		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
QH9: And did you complain to anyone else about the service you received from Royal Mail?																				
No	% within column	57%	62%	56%	56%	59%	59%	56%	51%	63%	56%	52%	64%	52%	**	64%	52%	55%	60%	54%
	Weighted counts	308	81	227	73	88	69	77	123	185	40	107	110	32		81	77	64	86	173
	Column Comparisons	-								a										
Yes - over the counter at the Post Office	% within column	19%	22%	18%	24%	18%	19%	16%	21%	17%	11%	23%	19%	24%	**	17%	23%	21%	16%	21%
	Weighted counts	103	29	74	31	28	22	22	52	51	8	46	33	14		22	34	24	23	68
	Column Comparisons	-																		
Yes - by phone/ letter/ email to the Post Office	% within column	15%	2%	18%	9%	19%	12%	17%	18%	12%	18%	20%	10%	6%	**	10%	14%	18%	16%	17%
	Weighted counts	78	3	75	12	29	14	23	42	35	13	42	18	4		12	21	21	24	55
	Column Comparisons	-		A																
Yes - to someone else	% within column	7%	10%	7%	9%	5%	7%	9%	9%	6%	3%	6%	6%	17%	**	2%	8%	10%	9%	6%
	Weighted counts	40	13	27	12	7	8	13	22	18	2	12	11	11		3	12	11	13	19
	Column Comparisons	-																		
Yes - to the regulator (Ofcom)	% within column	4%	0%	5%	4%	4%	2%	5%	4%	3%	7%	6%	1%	1%	**	6%	2%	2%	6%	5%
	Weighted counts	21	0	21	5	5	3	7	10	10	5	12	2	1		7	3	2	8	15
	Column Comparisons	-		a																
Yes - to Citizens Advice Bureau	% within column	2%	0%	2%	2%	1%	2%	2%	2%	2%	7%	2%	0%	0%	**	2%	1%	1%	3%	1%
	Weighted counts	10	0	10	3	2	3	3	5	5	5	4	0	0		3	1	1	5	4
	Column Comparisons	-									c									
I don't know	% within column	2%	4%	2%	1%	2%	4%	2%	3%	2%	4%	3%	2%	0%	**	1%	6%	0%	1%	3%
	Weighted counts	12	5	7	2	2	5	3	7	5	3	6	3	0		2	8	0	2	9
	Column Comparisons	-																		
NET: Yes	% within column	40%	34%	42%	43%	39%	37%	42%	46%	36%	40%	45%	35%	48%	**	35%	43%	45%	39%	43%
	Weighted counts	217	45	172	56	59	43	58	112	105	28	92	60	29		44	64	52	57	137
	Column Comparisons	-								b										
Effective Column n	% within column																			
	Weighted counts	410	72	338	102	106	92	109	180	230	54	164	130	38	24	99	117	79	115	239
	Column Comparisons																			
Unweighted base		558	98	460	139	145	125	149	245	313	73	223	177	52	33	135	159	107	157	326
Weighted base		537	130	407	131	149	118	138	241	296	71	205	173	61	26	127	150	116	144	319
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics						
		Work- ing status	UK nation			Rurality		
		Not work- ing	NET: Engl- and	NET: Scotl- and	N. Wal- es	N. Irel- and	Urb- an	Unkn- own
QH9: And did you complain to anyone else about the service you received from Royal Mail?								
No		62%	56%	70%	65%	58%	57%	58%
		133	251	29	20	8	224	84
Yes - over the counter at the Post Office		16%	19%	15%	21%	24%	20%	18%
		35	87	6	7	3	78	25
Yes - by phone/ letter/ email to the Post Office		11%	16%	8%	3%	9%	15%	12%
		23	73	3	1	1	59	18
Yes - to someone else		10%	8%	3%	10%	7%	7%	7%
		21	34	1	3	1	29	10
Yes - to the regulator (Ofcom)		2%	4%	0%	1%	1%	4%	5%
		5	20	0	0	0	14	7
Yes - to Citizens Advice Bureau		3%	2%	1%	0%	2%	1%	5%
		6	9	0	0	0	3	7
I don't know		1%	2%	2%	2%	3%	2%	2%
		3	10	1	1	0	9	3
NET: Yes		37%	42%	27%	33%	39%	40%	40%
		80	190	11	10	5	159	57
Effective Column n		169	258	51	58	43	278	131
Unweighted base		230	351	70	79	58	378	179
Weighted base		216	451	41	31	14	392	144

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Demographics																			
QH9: And did you complain to anyone else about the service you received from Royal Mail?	Method-ology			Quarter				Gender		Age					SEG				Work- ing status
	Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing
	A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 3 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QH9: And did you complain to anyone else about the service you received from Royal Mail?	Demographics							
	Work- ing status	UK nation				Rurality		
		NET:	NET:	Wal-	N.	Urb-	Unkn-	
		Engl-	Scotl-		Irel-			
Columns	Not work- ing	and	and	es	and	an	Rural	own
	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05); A, B, C, D, E, F... (p <= 0.001).

Section I: Competitive Context

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Royal Mail	% within column	96%	97%	94%	96%	95%	96%	96%	95%	96%	93%	94%	97%	98%	96%	94%	96%
	Weighted counts	5,630	2,467	3,163	1,414	1,383	1,364	1,469	2,738	2,892	766	1,838	1,824	670	532	1,310	1,658
	Column Comparisons	-	B						a				A b	A b			
Parcelforce	% within column	80%	78%	81%	80%	77%	82%	81%	79%	80%	60%	77%	88%	87%	81%	79%	81%
	Weighted counts	4,704	1,986	2,718	1,182	1,117	1,161	1,244	2,289	2,415	498	1,505	1,653	598	450	1,095	1,408
	Column Comparisons	-		a			b	b				A	A B e	A B e	A		
DHL	% within column	78%	74%	81%	76%	75%	80%	79%	80%	75%	60%	79%	86%	79%	69%	78%	81%
	Weighted counts	4,578	1,867	2,710	1,129	1,090	1,146	1,212	2,320	2,257	492	1,544	1,621	539	382	1,086	1,409
	Column Comparisons	-		A			b		B			A E	A B D E	A e	a	d	D
FedEx	% within column	77%	68%	84%	77%	72%	78%	80%	79%	75%	73%	77%	83%	74%	68%	78%	81%
	Weighted counts	4,532	1,725	2,807	1,139	1,055	1,114	1,223	2,290	2,242	599	1,489	1,564	504	375	1,088	1,399
	Column Comparisons	-		A	b		b	B	B			E	A B D E			d	c D
Hermes	% within column	71%	63%	78%	71%	69%	70%	74%	69%	73%	65%	72%	78%	69%	60%	72%	72%
	Weighted counts	4,197	1,584	2,613	1,057	998	1,003	1,140	2,004	2,193	533	1,396	1,467	469	332	1,007	1,250
	Column Comparisons	-		A				b		a		a E	A B D E	e			
Yodel	% within column	67%	58%	74%	63%	67%	67%	70%	67%	66%	59%	67%	74%	64%	58%	65%	69%
	Weighted counts	3,942	1,458	2,484	931	983	951	1,077	1,944	1,998	489	1,294	1,397	441	321	908	1,197
	Column Comparisons	-		A				a				a e	A B D E				
UPS	% within column	65%	60%	70%	62%	65%	67%	69%	71%	61%	60%	66%	71%	62%	56%	69%	69%
	Weighted counts	3,861	1,521	2,339	916	942	951	1,052	2,037	1,824	499	1,288	1,340	424	310	958	1,195
	Column Comparisons	-		A				a	B			a E	A b D E			c D	c D
DPD	% within column	62%	59%	64%	59%	59%	66%	64%	64%	60%	58%	68%	66%	51%	46%	61%	65%
	Weighted counts	3,650	1,500	2,151	865	852	945	987	1,852	1,798	482	1,320	1,249	346	254	853	1,121
	Column Comparisons	-		a			A B	a b	b		d E	A D E	a D E				d
TNT Express	% within column	54%	51%	56%	54%	54%	52%	55%	61%	46%	31%	49%	67%	59%	53%	56%	58%
	Weighted counts	3,165	1,282	1,883	791	789	740	845	1,770	1,395	259	944	1,260	407	295	773	1,011
	Column Comparisons	-		A					B			A	A B d E	A B	A	d	c D
Interlink	% within column	44%	43%	45%	46%	45%	43%	44%	48%	41%	30%	46%	52%	41%	37%	44%	45%
	Weighted counts	2,619	1,093	1,525	680	655	610	674	1,382	1,237	250	904	978	280	207	617	781
	Column Comparisons	-							B			A d e	A b D E	A	a		
Amazon Logistics	% within column	43%	44%	42%	44%	39%	42%	48%	45%	42%	40%	45%	48%	38%	34%	43%	46%
	Weighted counts	2,555	1,127	1,428	649	564	603	739	1,293	1,263	330	881	900	258	187	599	789
	Column Comparisons	-			b			B c				d E	a D E				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	Unkn-own
Royal Mail	% within column	96%	97%	95%	96%	96%	96%	94%	95%	95%	96%	**
	Weighted counts	1,209	1,454	2,891	2,712	4,729	454	278	168	4,194	1,424	
	Column Comparisons			a								
Parcelforce	% within column	80%	79%	80%	80%	79%	80%	83%	83%	79%	83%	**
	Weighted counts	1,013	1,188	2,436	2,252	3,934	378	244	147	3,462	1,233	
	Column Comparisons			a								
DHL	% within column	79%	72%	81%	74%	78%	79%	79%	66%	77%	80%	**
	Weighted counts	996	1,086	2,472	2,092	3,857	370	233	117	3,382	1,189	
	Column Comparisons	d		B		d	D	D		c	c	
FedEx	% within column	75%	73%	80%	74%	77%	80%	77%	62%	75%	81%	**
	Weighted counts	951	1,095	2,432	2,083	3,818	377	228	109	3,314	1,206	
	Column Comparisons			B		D	D	D		A		
Hermes	% within column	72%	68%	74%	69%	71%	75%	73%	64%	70%	74%	**
	Weighted counts	916	1,024	2,251	1,934	3,518	352	214	113	3,086	1,107	
	Column Comparisons			B			d	d		c	a c	
Yodel	% within column	68%	65%	68%	65%	66%	72%	73%	69%	65%	73%	**
	Weighted counts	864	973	2,086	1,843	3,264	341	216	121	2,847	1,086	
	Column Comparisons			b						A		
UPS	% within column	64%	60%	69%	62%	66%	64%	62%	54%	65%	68%	**
	Weighted counts	809	900	2,094	1,755	3,279	304	183	95	2,841	1,014	
	Column Comparisons			B		d	d	d				
DPD	% within column	63%	59%	68%	55%	62%	68%	61%	55%	61%	65%	**
	Weighted counts	795	881	2,077	1,561	3,050	323	181	96	2,679	965	
	Column Comparisons			B			a c D	d				
TNT Express	% within column	52%	48%	56%	51%	54%	54%	56%	35%	52%	58%	**
	Weighted counts	656	726	1,715	1,441	2,684	255	165	62	2,299	857	
	Column Comparisons			b		D	D	D		a		
Interlink	% within column	47%	41%	48%	41%	45%	41%	45%	32%	43%	47%	**
	Weighted counts	599	622	1,472	1,144	2,234	195	133	57	1,907	702	
	Column Comparisons	d		B		d	d	D				
Amazon Logistics	% within column	43%	42%	46%	41%	44%	46%	44%	23%	44%	41%	**
	Weighted counts	540	626	1,387	1,159	2,170	215	129	41	1,934	615	
	Column Comparisons			b		D	D	D				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 2 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
UK Mail	% within column	29%	23%	33%	29%	25%	30%	31%	33%	25%	26%	30%	30%	28%	27%	27%	31%
	Weighted counts	1,701	581	1,120	428	362	432	480	949	753	218	575	566	191	152	374	544
	Column Comparisons	-		A			b	b	B								d
Collect +	% within column	26%	20%	31%	29%	23%	25%	29%	22%	30%	31%	35%	25%	13%	12%	27%	28%
	Weighted counts	1,561	518	1,043	425	340	350	446	649	912	254	683	473	86	65	371	493
	Column Comparisons	-		A	b c			b c	A		c D E	C D E	D E				
TNT Post UK	% within column	27%	25%	28%	29%	25%	25%	27%	32%	22%	21%	27%	31%	24%	22%	29%	27%
	Weighted counts	1,566	642	924	432	360	362	413	913	653	172	521	585	167	122	401	467
	Column Comparisons	-							B			a	A b d e			d	d
Citipost	% within column	19%	19%	18%	21%	17%	17%	19%	22%	15%	12%	19%	22%	19%	15%	20%	19%
	Weighted counts	1,092	479	613	308	252	244	288	642	450	99	360	424	128	80	274	330
	Column Comparisons	-							B			A	A b e	a			
DX	% within column	10%	10%	10%	9%	9%	11%	11%	12%	8%	8%	13%	11%	7%	5%	11%	11%
	Weighted counts	585	262	323	139	124	159	163	356	230	65	244	201	46	30	151	194
	Column Comparisons	-							B			a d E	d e				
Other	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	2%	1%	1%
	Weighted counts	47	22	26	10	11	13	14	17	30	2	15	15	3	12	13	18
	Column Comparisons	-													a		
None of the above	% within column	0%	0%	1%	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
	Weighted counts	28	7	22	9	9	5	6	14	14	11	10	5	1	1	6	6
	Column Comparisons	-									c						
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Unweighted base	Column Comparisons																
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics										
		SEG		Working status		UK nation				Rurality		
Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today?		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	Unkn-own
UK Mail	% within column	31%	26%	30%	28%	30%	29%	27%	11%	28%	30%	**
	Weighted counts	388	396	916	782	1,465	136	80	20	1,245	451	
	Column Comparisons					D	D	D				
Collect +	% within column	25%	25%	31%	22%	26%	30%	26%	25%	27%	26%	**
	Weighted counts	320	377	949	606	1,301	140	76	45	1,177	383	
	Column Comparisons			B								
TNT Post UK	% within column	28%	23%	29%	24%	27%	28%	25%	18%	26%	27%	**
	Weighted counts	358	340	896	668	1,329	133	73	31	1,151	409	
	Column Comparisons	d		B			d	d				
Citipost	% within column	19%	16%	21%	16%	19%	16%	17%	17%	19%	18%	**
	Weighted counts	242	246	634	452	936	76	50	30	818	273	
	Column Comparisons			B								
DX	% within column	9%	8%	12%	7%	10%	14%	12%	5%	10%	9%	**
	Weighted counts	113	127	378	207	476	65	34	9	446	139	
	Column Comparisons			B			a D	D				
Other	% within column	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%	**
	Weighted counts	11	5	22	24	39	6	1	1	34	14	
	Column Comparisons											
None of the above	% within column	0%	1%	0%	0%	1%	0%	0%	1%	0%	1%	**
	Weighted counts	5	11	14	14	25	1	1	1	20	8	
	Column Comparisons											
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001). Part 4 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Royal Mail	% within column	86%	89%	83%	86%	85%	85%	86%	84%	87%	78%	85%	88%	90%	84%	87%	86%
	Weighted counts	5,045	2,266	2,779	1,278	1,239	1,209	1,320	2,434	2,611	647	1,653	1,668	613	465	1,212	1,485
	Column Comparisons	-	B							a		A	A b e	A b e	a		
Hermes	% within column	15%	11%	19%	15%	16%	16%	15%	14%	17%	13%	19%	16%	12%	10%	17%	16%
	Weighted counts	914	273	641	215	227	234	238	417	497	106	377	297	82	53	237	271
	Column Comparisons	-		A								A c D E	e				
Parcelforce	% within column	13%	13%	13%	10%	14%	14%	13%	14%	12%	7%	16%	14%	10%	8%	15%	13%
	Weighted counts	755	324	431	154	202	197	202	407	348	61	319	264	69	42	206	217
	Column Comparisons	-							b			A d E	A d e				
DHL	% within column	8%	8%	8%	6%	8%	10%	8%	9%	7%	8%	13%	7%	5%	2%	11%	9%
	Weighted counts	483	212	272	95	122	139	127	266	218	67	244	132	31	9	148	163
	Column Comparisons	-					a		b		d E	a C D E	E	e		c D	D
DPD	% within column	7%	7%	7%	5%	8%	8%	7%	8%	7%	10%	10%	7%	2%	1%	9%	6%
	Weighted counts	424	174	250	74	122	115	113	226	198	79	201	126	12	6	122	111
	Column Comparisons	-				a	a	a			c D E	C D E	D E				
Yodel	% within column	7%	5%	8%	6%	8%	8%	7%	7%	7%	7%	9%	7%	5%	2%	7%	6%
	Weighted counts	415	131	284	84	111	110	110	205	209	58	183	126	35	13	93	110
	Column Comparisons	-		A							e	c d E	e				
Collect +	% within column	7%	4%	9%	7%	6%	7%	6%	5%	8%	7%	9%	6%	3%	2%	9%	8%
	Weighted counts	388	97	290	105	92	94	97	155	232	62	175	118	22	11	123	135
	Column Comparisons	-		A						a	d E	c D E	d e			c D	c D
Amazon Logistics	% within column	5%	6%	5%	6%	6%	5%	4%	5%	6%	6%	6%	6%	3%	1%	7%	5%
	Weighted counts	305	149	156	85	82	75	62	133	172	48	118	109	24	6	91	79
	Column Comparisons	-									e	E	E				
FedEx	% within column	5%	4%	6%	4%	5%	6%	5%	6%	4%	7%	7%	4%	2%	1%	8%	4%
	Weighted counts	291	91	200	57	73	79	83	176	115	61	144	69	12	5	112	77
	Column Comparisons	-		A					B		C D E	C D E	d e			B c D	
UPS	% within column	4%	4%	4%	2%	4%	5%	4%	4%	3%	4%	5%	4%	3%	2%	5%	4%
	Weighted counts	233	94	139	37	57	71	69	129	104	29	107	67	19	11	74	64
	Column Comparisons	-					a	a									
UK Mail	% within column	3%	2%	3%	2%	3%	3%	3%	3%	3%	4%	3%	2%	2%	1%	3%	2%
	Weighted counts	158	44	114	26	41	47	44	78	80	36	65	38	12	7	36	42
	Column Comparisons	-		a							c d e						

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Royal Mail	% within column	85%	85%	86%	85%	86%	84%	84%	86%	86%	86%	**
	Weighted counts	1,069	1,279	2,616	2,405	4,246	398	249	153	3,764	1,275	
	Column Comparisons									C	C	
Hermes	% within column	15%	14%	17%	14%	15%	18%	18%	10%	14%	19%	**
	Weighted counts	190	215	511	398	756	87	52	18	632	281	
	Column Comparisons			b			d	d			a	
Parcelforce	% within column	13%	11%	16%	10%	13%	14%	12%	11%	13%	13%	**
	Weighted counts	164	168	474	279	636	66	34	19	567	188	
	Column Comparisons			B								
DHL	% within column	7%	5%	11%	6%	8%	9%	6%	4%	9%	6%	**
	Weighted counts	94	79	322	157	417	42	17	8	390	93	
	Column Comparisons			B						b		
DPD	% within column	8%	6%	10%	4%	7%	9%	7%	4%	8%	6%	**
	Weighted counts	97	94	310	112	355	41	21	7	330	93	
	Column Comparisons			B			d					
Yodel	% within column	8%	7%	9%	5%	7%	7%	9%	6%	7%	8%	**
	Weighted counts	107	105	263	149	344	33	27	11	292	123	
	Column Comparisons			B								
Collect +	% within column	5%	4%	8%	5%	6%	9%	8%	8%	7%	7%	**
	Weighted counts	68	62	234	151	307	43	25	14	288	100	
	Column Comparisons			b								
Amazon Logistics	% within column	5%	5%	6%	4%	5%	4%	4%	2%	5%	5%	**
	Weighted counts	61	74	179	126	270	20	12	3	236	68	
	Column Comparisons			b								
FedEx	% within column	4%	3%	7%	3%	5%	5%	5%	2%	5%	4%	**
	Weighted counts	53	48	211	80	251	23	13	3	226	63	
	Column Comparisons			B								
UPS	% within column	4%	3%	5%	3%	4%	6%	4%	3%	4%	4%	**
	Weighted counts	45	49	150	82	190	27	12	5	180	52	
	Column Comparisons			B								
UK Mail	% within column	3%	3%	3%	2%	3%	4%	3%	1%	3%	3%	**
	Weighted counts	36	44	88	70	130	19	7	2	121	38	
	Column Comparisons											

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p <= 0.05$), A, B, C, D, E, F... ($p <= 0.001$). Part 2 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Interlink	% within column	2%	2%	1%	1%	2%	2%	2%	2%	1%	1%	3%	1%	1%	0%	2%	2%
	Weighted counts	98	52	46	17	23	26	32	58	40	12	61	18	8	0	27	28
	Column Comparisons	-										C e					
TNT Express	% within column	1%	1%	2%	1%	1%	2%	2%	2%	1%	1%	2%	1%	1%	0%	2%	1%
	Weighted counts	80	29	51	14	17	25	23	46	33	8	39	22	8	3	29	19
	Column Comparisons	-															
Citipost	% within column	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	0%	1%	1%
	Weighted counts	44	6	37	13	9	11	10	29	15	12	19	11	2	0	14	11
	Column Comparisons	-		a													
DX	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%	1%
	Weighted counts	42	20	23	9	9	14	10	19	23	5	24	9	4	0	12	12
	Column Comparisons	-															
TNT Post UK	% within column	1%	0%	1%	0%	1%	1%	0%	1%	1%	1%	1%	0%	0%	0%	0%	0%
	Weighted counts	32	12	20	1	8	15	7	16	16	8	16	8	0	0	6	8
	Column Comparisons	-					a										
Other	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	10	5	4	1	5	1	2	5	5	0	3	4	0	2	3	2
	Column Comparisons	-															
None of the above	% within column	9%	7%	10%	8%	8%	9%	9%	9%	8%	14%	8%	7%	7%	12%	6%	9%
	Weighted counts	505	180	325	121	120	127	138	262	243	113	153	125	47	68	83	152
	Column Comparisons	-		a							B C D				b C d		a
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
	Column Comparisons																
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter?		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Interlink	% within column	2%	1%	2%	1%	2%	1%	1%	0%	2%	2%	**
	Weighted counts	23	19	75	23	86	7	4	1	68	30	
	Column Comparisons			B								
TNT Express	% within column	1%	1%	2%	1%	1%	2%	2%	1%	1%	2%	**
	Weighted counts	9	22	54	25	62	12	5	1	56	24	
	Column Comparisons			b								
Citipost	% within column	1%	0%	1%	0%	1%	1%	0%	0%	1%	1%	**
	Weighted counts	12	6	35	6	37	6	1	0	35	8	
	Column Comparisons			B								
DX	% within column	1%	0%	1%	0%	1%	1%	0%	0%	1%	1%	**
	Weighted counts	11	7	30	13	35	5	1	0	32	10	
	Column Comparisons			b								
TNT Post UK	% within column	0%	1%	1%	0%	0%	1%	1%	0%	1%	1%	**
	Weighted counts	5	14	20	12	24	4	3	1	23	9	
	Column Comparisons											
Other	% within column	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	**
	Weighted counts	2	2	4	5	7	2	0	1	7	3	
	Column Comparisons											
None of the above	% within column	10%	10%	8%	10%	8%	11%	9%	10%	8%	9%	**
	Weighted counts	121	150	230	271	408	53	28	17	369	131	
	Column Comparisons	a	a		a							
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
Unweighted base	Column Comparisons											
	Weighted counts	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base	Column Comparisons											
	Weighted counts	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$). Part 4 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Royal Mail	% within column	85%	87%	83%	85%	85%	84%	84%	83%	86%	80%	82%	87%	88%	87%	84%	85%
	Weighted counts	4,990	2,213	2,777	1,263	1,240	1,196	1,290	2,412	2,578	663	1,603	1,640	604	481	1,170	1,473
	Column Comparisons	-	B							a			A b	a b	a		
Hermes	% within column	43%	35%	49%	43%	43%	42%	45%	40%	46%	39%	48%	45%	37%	33%	48%	43%
	Weighted counts	2,545	886	1,659	642	621	595	687	1,157	1,388	324	932	848	256	184	667	743
	Column Comparisons	-		A						A		A D E	a d E			b D	
Parcelforce	% within column	36%	36%	35%	36%	32%	37%	38%	38%	34%	25%	36%	42%	37%	28%	41%	36%
	Weighted counts	2,113	920	1,193	525	470	529	589	1,088	1,025	210	697	801	251	154	575	619
	Column Comparisons	-						b	b			A e	A B d E	A e		b c D	d
Yodel	% within column	35%	27%	40%	35%	34%	35%	35%	35%	35%	29%	36%	38%	34%	28%	35%	36%
	Weighted counts	2,047	688	1,359	512	503	492	540	1,007	1,040	237	703	722	230	154	485	622
	Column Comparisons	-		A								a e	A E				
DHL	% within column	32%	31%	32%	30%	31%	32%	33%	33%	30%	27%	34%	36%	28%	20%	37%	35%
	Weighted counts	1,864	779	1,085	442	453	459	511	965	899	223	664	674	195	109	519	601
	Column Comparisons	-							b		e	a d E	A d E	e		C D	c D
DPD	% within column	32%	29%	34%	30%	28%	36%	33%	33%	30%	31%	38%	34%	20%	18%	35%	33%
	Weighted counts	1,864	724	1,140	437	410	508	509	960	904	257	732	637	140	98	486	581
	Column Comparisons	-		A			a B	b	b		D E	a c D E	D E			D	d
Amazon Logistics	% within column	25%	25%	25%	25%	21%	26%	28%	26%	25%	25%	27%	28%	23%	16%	27%	27%
	Weighted counts	1,491	636	855	372	310	374	435	741	750	206	521	520	156	89	376	467
	Column Comparisons	-					b	B			e	E	E	e			
FedEx	% within column	20%	18%	22%	20%	18%	21%	21%	21%	19%	21%	23%	20%	15%	13%	25%	21%
	Weighted counts	1,174	449	725	298	255	296	325	604	569	172	439	386	106	70	351	365
	Column Comparisons	-		a							d e	d E	d E			b c D	D
UPS	% within column	18%	16%	19%	17%	18%	16%	20%	20%	16%	16%	20%	19%	14%	13%	21%	18%
	Weighted counts	1,049	411	638	257	258	235	299	578	471	131	388	362	97	71	293	315
	Column Comparisons	-		a					B			d e	d e			D	
UK Mail	% within column	9%	6%	12%	10%	8%	10%	11%	11%	8%	7%	11%	9%	10%	7%	9%	11%
	Weighted counts	555	144	410	142	112	137	163	316	239	59	209	176	70	40	121	183
	Column Comparisons	-		A					B								
Collect +	% within column	8%	7%	9%	9%	7%	9%	8%	7%	10%	10%	12%	8%	3%	2%	10%	9%
	Weighted counts	484	166	318	139	98	125	123	197	287	79	229	145	20	10	135	160
	Column Comparisons	-		A						a	D E	C D E	D E			d	d

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		Demographics										
		SEG		Working status		UK nation				Rurality		Unkn-own
		C2	DE	Work-ing	Not working	NET: Engl-and	NET: Scotl-and	Wales	N. Ireland	Urban	Rural	
Royal Mail	% within column	84%	85%	84%	86%	85%	86%	84%	84%	85%	85%	**
	Weighted counts	1,065	1,281	2,552	2,413	4,190	403	248	149	3,717	1,262	
	Column Comparisons											
Hermes	% within column	43%	39%	45%	42%	43%	48%	48%	40%	41%	50%	**
	Weighted counts	542	593	1,366	1,169	2,107	225	143	70	1,806	737	
	Column Comparisons			b				d			A	
Parcelforce	% within column	36%	31%	38%	34%	35%	37%	39%	45%	35%	38%	**
	Weighted counts	449	470	1,148	954	1,741	177	116	79	1,540	571	
	Column Comparisons			b								
Yodel	% within column	35%	33%	35%	35%	34%	41%	42%	41%	33%	39%	**
	Weighted counts	438	503	1,060	978	1,661	191	123	72	1,459	587	
	Column Comparisons										A	
DHL	% within column	30%	24%	35%	28%	31%	34%	33%	31%	31%	33%	**
	Weighted counts	378	367	1,062	797	1,551	161	98	55	1,368	497	
	Column Comparisons	d		B							c	
DPD	% within column	31%	27%	37%	26%	31%	40%	33%	30%	31%	34%	**
	Weighted counts	391	406	1,113	744	1,526	187	97	54	1,357	505	
	Column Comparisons			B			a c d					
Amazon Logistics	% within column	24%	23%	26%	25%	26%	28%	23%	11%	26%	24%	**
	Weighted counts	302	345	781	704	1,272	131	69	19	1,129	360	
	Column Comparisons					D	D	D				
FedEx	% within column	20%	14%	22%	17%	20%	24%	22%	13%	20%	21%	**
	Weighted counts	247	210	679	490	975	111	65	23	858	315	
	Column Comparisons	d		B			D	D				
UPS	% within column	17%	15%	19%	16%	17%	21%	19%	16%	17%	19%	**
	Weighted counts	220	221	590	458	866	99	55	28	761	288	
	Column Comparisons			b								
UK Mail	% within column	10%	9%	9%	9%	9%	11%	10%	3%	9%	10%	**
	Weighted counts	122	129	288	267	468	51	30	6	413	142	
	Column Comparisons						D	D				
Collect +	% within column	8%	6%	10%	6%	8%	11%	10%	10%	8%	9%	**
	Weighted counts	98	92	318	165	384	54	29	17	357	127	
	Column Comparisons			B								

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$)

Part 2 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		Methodology			Quarter				Gender		Age					SEG	
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1
Interlink	% within column	8%	9%	7%	9%	8%	7%	8%	9%	7%	5%	12%	9%	4%	2%	10%	8%
	Weighted counts	470	228	242	138	110	106	116	263	207	39	224	165	29	13	135	137
	Column Comparisons	-	b						b			A c D E	a d E				
TNT Express	% within column	7%	8%	7%	8%	7%	8%	7%	9%	6%	3%	8%	10%	6%	2%	10%	7%
	Weighted counts	438	194	244	115	109	107	107	268	170	27	163	194	42	13	140	130
	Column Comparisons	-							B			A E	A d E	a e		C d	
TNT Post UK	% within column	3%	3%	4%	4%	3%	4%	3%	4%	2%	2%	4%	4%	1%	1%	4%	3%
	Weighted counts	194	67	127	54	43	51	46	121	72	20	76	79	10	8	51	53
	Column Comparisons	-		a					b			d	d e				
Citipost	% within column	3%	2%	3%	3%	2%	3%	2%	3%	2%	2%	4%	3%	1%	1%	3%	3%
	Weighted counts	148	57	91	43	27	42	36	97	51	14	69	55	7	3	46	53
	Column Comparisons	-							B			d e	d e				
DX	% within column	2%	2%	2%	2%	1%	3%	2%	2%	2%	2%	3%	2%	1%	0%	2%	2%
	Weighted counts	118	53	65	23	20	44	32	68	50	16	62	33	5	2	30	37
	Column Comparisons	-										c d e					
Other	% within column	1%	1%	1%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%	2%	1%	1%
	Weighted counts	35	16	19	9	7	5	13	12	22	2	9	8	3	12	8	16
	Column Comparisons	-													a b c		
None of the above	% within column	4%	4%	3%	4%	3%	4%	3%	4%	3%	4%	4%	3%	3%	4%	2%	4%
	Weighted counts	216	107	109	61	51	51	53	127	89	32	82	57	21	25	33	62
	Column Comparisons	-							b								
Effective Column n	% within column																
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476	365	973	1,238
Unweighted base	% within column																
	Weighted counts	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368	1,742
Weighted base	% within column																
	Weighted counts	5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684	554	1,390	1,735
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 3 of 4

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you?		Demographics										
		SEG		Working status		UK nation				Rurality		
		C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Interlink	% within column	8%	7%	10%	6%	8%	8%	9%	7%	8%	9%	**
	Weighted counts	97	102	306	164	392	39	26	12	336	134	
	Column Comparisons			B								
TNT Express	% within column	5%	7%	9%	6%	7%	9%	8%	5%	7%	8%	**
	Weighted counts	65	103	266	172	362	42	24	10	322	117	
	Column Comparisons			b								
TNT Post UK	% within column	3%	4%	4%	3%	3%	5%	3%	2%	3%	3%	**
	Weighted counts	36	54	120	74	155	26	8	4	147	47	
	Column Comparisons			b								
Citipost	% within column	2%	2%	3%	2%	2%	3%	3%	4%	2%	3%	**
	Weighted counts	25	25	98	46	117	16	9	6	104	45	
	Column Comparisons			b								
DX	% within column	2%	2%	3%	1%	2%	3%	3%	1%	2%	2%	**
	Weighted counts	26	25	81	37	94	15	7	1	93	25	
	Column Comparisons			b								
Other	% within column	1%	0%	0%	1%	1%	1%	0%	0%	0%	1%	**
	Weighted counts	6	4	14	19	28	5	1	1	21	14	
	Column Comparisons											
None of the above	% within column	4%	5%	4%	3%	4%	4%	4%	4%	4%	3%	**
	Weighted counts	53	69	119	96	180	17	12	7	167	48	
	Column Comparisons		a									
Effective Column n	% within column											
	Weighted counts	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251	9
	Column Comparisons											
Unweighted base		1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489	14
Columns		C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents included in table; question only asked of those who had heard of a company that offers parcel delivery services before they were interviewed

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001)

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Q13_1: Problems experienced with parcel delivery companies in the last 12 months... Citipost			Demographics																
			Method-ology		Quarter				Gender		Age					SEG			
					Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
			Total	CAPI	Onli- ne														
Lost mail	% within column	5%	1%	7%	**	**	**	**	6%	3%	**	4%	0%	**	**	6%	3%	**	**
	Weighted counts	8	1	7					6	2		3	0			3	2		
	Column Comparisons	-																	
Damaged mail	% within column	8%	2%	11%	**	**	**	**	7%	12%	**	4%	9%	**	**	5%	1%	**	**
	Weighted counts	14	1	12					7	7		3	5			2	0		
	Column Comparisons	-																	
Delayed mail	% within column	15%	0%	23%	**	**	**	**	15%	15%	**	16%	9%	**	**	22%	7%	**	**
	Weighted counts	24	0	24					16	9		12	6			11	4		
	Column Comparisons	-		A															
Mis-delivered mail	% within column	5%	0%	8%	**	**	**	**	0%	14%	**	3%	8%	**	**	3%	2%	**	**
	Weighted counts	8	0	8					0	8		2	5			1	1		
	Column Comparisons	-								A									
Mail that has been tampered with	% within column	7%	1%	10%	**	**	**	**	6%	10%	**	8%	8%	**	**	2%	7%	**	**
	Weighted counts	11	1	11					6	5		6	5			1	4		
	Column Comparisons	-																	
Other problems	% within column	5%	0%	8%	**	**	**	**	2%	11%	**	6%	7%	**	**	5%	2%	**	**
	Weighted counts	9	0	9					2	6		4	4			3	1		
	Column Comparisons	-																	
No, there have been no problems	% within column	78%	96%	67%	**	**	**	**	77%	79%	**	79%	89%	**	**	69%	89%	**	**
	Weighted counts	128	56	72					84	44		60	53			34	51		
	Column Comparisons	-	B									A	A						
NET: Yes	% within column	22%	4%	33%	**	**	**	**	23%	21%	**	21%	11%	**	**	31%	11%	**	**
	Weighted counts	37	2	35					25	12		16	7			15	6		
	Column Comparisons	-		A															
Effective Column n	% within column																		
	Weighted counts	116	37	78	30	22	30	34	73	43	12	49	44	6	4	38	42	16	20
	Column Comparisons																		
Unweighted base		164	53	111	42	31	43	48	103	61	17	70	63	9	5	54	59	23	28
Weighted base		165	58	107	47	33	43	42	109	56	19	76	60	7	3	49	57	30	28
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Citipost to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation				Rurality	
		Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	N. Wal- es	N. Irel- and	Urb- an	Unkn- own
QI3_1: Problems experienced with parcel delivery companies in the last 12 months... Citipost	% within column	7%	**	6%	**	**	**	5%	5%
Lost mail	Weighted counts	8		7				6	2
	Column Comparisons								
	% within column	7%	**	10%	**	**	**	10%	5%
Damaged mail	Weighted counts	8		13				12	2
	Column Comparisons								
	% within column	14%	**	17%	**	**	**	19%	5%
Delayed mail	Weighted counts	16		22				22	2
	Column Comparisons								
	% within column	3%	**	6%	**	**	**	5%	4%
Mis-delivered mail	Weighted counts	4		7				6	2
	Column Comparisons								
	% within column	6%	**	7%	**	**	**	10%	0%
Mail that has been tampered with	Weighted counts	7		10				11	0
	Column Comparisons								
	% within column	3%	**	6%	**	**	**	6%	2%
Other problems	Weighted counts	4		8				8	1
	Column Comparisons								
	% within column	76%	**	75%	**	**	**	75%	84%
No, there have been no problems	Weighted counts	87		100				90	38
	Column Comparisons								
	% within column	24%	**	25%	**	**	**	25%	16%
NET: Yes	Weighted counts	28		33				30	7
	Column Comparisons								
	% within column								
Effective Column n	Weighted counts	80	35	65	21	13	17	76	40
	Column Comparisons								
Unweighted base		113	49	92	30	18	24	108	56
Weighted base		115	46	132	18	9	6	120	45
Columns		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Citipost to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																	
		Method-ology			Quarter				Gender		Age					SEG			
Q13_2: Problems experienced with parcel delivery companies in the last 12 months... Collect +		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Lost mail	% within column	1%	1%	2%	0%	1%	2%	2%	1%	2%	2%	1%	1%	**	**	0%	1%	2%	3%
	Weighted counts	8	2	7	1	2	3	3	2	6	2	3	3			1	2	3	3
	Column Comparisons	-																	
Damaged mail	% within column	3%	0%	4%	1%	5%	4%	3%	1%	4%	4%	3%	2%	**	**	2%	2%	6%	3%
	Weighted counts	20	0	20	2	7	7	5	3	17	5	10	5			4	5	8	4
	Column Comparisons	-		a						a									
Delayed mail	% within column	2%	0%	3%	2%	2%	2%	3%	1%	3%	5%	3%	1%	**	**	3%	1%	2%	3%
	Weighted counts	16	0	16	4	3	4	5	3	12	6	9	1			7	3	3	3
	Column Comparisons	-		a															
Mis-delivered mail	% within column	2%	0%	3%	1%	3%	0%	2%	1%	2%	1%	3%	0%	**	**	1%	2%	2%	3%
	Weighted counts	11	0	11	3	5	0	4	3	8	2	10	0			1	5	3	3
	Column Comparisons	-		a															
Mail that has been tampered with	% within column	1%	0%	2%	0%	0%	3%	2%	0%	1%	1%	1%	2%	**	**	1%	0%	3%	0%
	Weighted counts	7	0	7	0	0	4	3	1	6	1	2	4			2	1	4	0
	Column Comparisons	-																	
Other problems	% within column	1%	1%	1%	1%	3%	0%	1%	1%	2%	2%	1%	0%	**	**	1%	2%	1%	1%
	Weighted counts	8	2	6	1	5	0	2	2	6	2	4	1			3	3	1	1
	Column Comparisons	-																	
No, there have been no problems	% within column	92%	98%	90%	95%	90%	91%	92%	95%	90%	88%	91%	95%	**	**	93%	95%	88%	91%
	Weighted counts	611	202	409	184	128	147	153	258	353	102	270	192			179	203	112	117
	Column Comparisons	-	B						b										
NET: Yes	% within column	8%	2%	10%	5%	10%	9%	8%	5%	10%	12%	9%	5%	**	**	7%	5%	12%	9%
	Weighted counts	51	3	47	9	14	14	13	13	38	14	26	9			13	11	15	11
	Column Comparisons	-		A						a									
Effective Column n	% within column																		
	Weighted counts	514	111	403	140	108	129	137	184	331	86	234	155	26	13	144	173	95	103
	Column Comparisons																		
Unweighted base		712	154	558	194	150	179	189	254	458	119	324	215	36	18	199	239	132	142
Weighted base		662	205	457	192	142	161	166	271	391	116	296	202	32	16	192	214	128	128
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Collect+ to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation				Rurality	
		Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	N. Wal- es	N. Irel- and	Urb- an	Unkn- own
Q13_2: Problems experienced with parcel delivery companies in the last 12 months... Collect +	% within column	1%	1%	1%	1%	2%	2%	1%	1%
Lost mail	Weighted counts	6	3	7	0	1	0	6	2
	Column Comparisons								**
	% within column	2%	5%	3%	1%	1%	3%	3%	3%
Damaged mail	Weighted counts	8	12	19	0	0	1	15	6
	Column Comparisons		a						**
	% within column	2%	2%	2%	4%	5%	3%	2%	2%
Delayed mail	Weighted counts	10	6	10	3	2	1	12	4
	Column Comparisons								**
	% within column	1%	2%	2%	0%	2%	2%	2%	1%
Mis-delivered mail	Weighted counts	6	5	10	0	1	0	10	2
	Column Comparisons								**
	% within column	1%	2%	1%	0%	0%	1%	1%	1%
Mail that has been tampered with	Weighted counts	3	4	7	0	0	0	6	1
	Column Comparisons								**
	% within column	1%	1%	1%	1%	0%	1%	1%	1%
Other problems	Weighted counts	5	3	7	1	0	0	6	2
	Column Comparisons								**
	% within column	93%	91%	92%	95%	91%	92%	93%	92%
No, there have been no problems	Weighted counts	386	223	491	67	33	20	456	155
	Column Comparisons								**
	% within column	7%	9%	8%	5%	9%	8%	7%	8%
NET: Yes	Weighted counts	28	22	42	4	3	2	36	14
	Column Comparisons								**
	% within column								
Effective Column n	Weighted counts	317	196	303	77	63	71	350	164
	Column Comparisons								0
Unweighted base		439	271	420	107	87	98	485	227
Weighted base		414	245	533	71	36	22	492	170
Columns		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Collect+ to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_3: Problems experienced with parcel delivery companies in the last 12 months... DHL		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	1%	0%	1%	0%	1%	1%	0%	1%	1%	1%	1%	0%	0%	0%
	Weighted counts	11	0	11	2	3	6	1	6	6	3	8	0	0	0
	Column Comparisons	-		a											
Damaged mail	% within column	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	2%
	Weighted counts	18	6	13	2	1	7	8	9	9	2	8	4	3	2
	Column Comparisons	-													
Delayed mail	% within column	2%	1%	3%	2%	3%	2%	2%	2%	2%	2%	4%	1%	1%	0%
	Weighted counts	42	11	31	8	12	8	14	26	16	5	28	8	1	0
	Column Comparisons	-													
Mis-delivered mail	% within column	1%	0%	2%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%
	Weighted counts	22	2	20	7	7	4	4	14	8	2	12	4	3	2
	Column Comparisons	-		a											
Mail that has been tampered with	% within column	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%
	Weighted counts	8	2	7	0	2	5	2	4	5	3	2	3	0	0
	Column Comparisons	-													
Other problems	% within column	1%	0%	1%	1%	0%	2%	1%	1%	1%	1%	1%	1%	0%	1%
	Weighted counts	17	2	14	4	2	8	4	11	6	3	7	5	0	1
	Column Comparisons	-													
No, there have been no problems	% within column	95%	98%	93%	96%	96%	94%	96%	95%	96%	94%	94%	97%	97%	95%
	Weighted counts	1,927	818	1,110	456	460	481	530	1,002	926	234	685	699	203	106
	Column Comparisons	-	B												
NET: Yes	% within column	5%	2%	7%	4%	4%	6%	4%	5%	4%	6%	6%	3%	3%	5%
	Weighted counts	97	19	77	21	21	30	25	57	40	16	46	22	6	6
	Column Comparisons	-		A											
Effective Column n	% within column														
	Weighted counts	1,411	411	1,000	340	332	356	383	717	693	161	521	495	151	82
Unweighted base	Column Comparisons														
	Weighted counts	1,984	578	1,406	478	467	500	539	1,009	975	226	733	696	213	116
Weighted base	Column Comparisons														
	Weighted counts	2,024	837	1,187	477	481	511	555	1,059	965	250	732	721	210	111
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used DHL to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Q13_3: Problems experienced with parcel delivery companies in the last 12 months... DHL		Demographics												
		SEG				Working status		UK nation				Rurality		
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Lost mail	% within column	1%	0%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%	**
	Weighted counts	8	1	1	1	7	4	9	2	0	0	7	4	
	Column Comparisons													
Damaged mail	% within column	2%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	**
	Weighted counts	10	4	3	2	11	8	15	2	1	1	12	6	
	Column Comparisons													
Delayed mail	% within column	3%	2%	2%	1%	2%	2%	2%	4%	4%	2%	2%	2%	**
	Weighted counts	19	10	10	3	28	14	29	7	4	1	33	9	
	Column Comparisons													
Mis-delivered mail	% within column	1%	1%	1%	1%	1%	1%	1%	0%	0%	2%	1%	1%	**
	Weighted counts	6	7	5	4	13	10	21	1	0	1	17	5	
	Column Comparisons													
Mail that has been tampered with	% within column	0%	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	1%	**
	Weighted counts	2	2	4	0	7	1	7	0	0	0	4	4	
	Column Comparisons													
Other problems	% within column	0%	1%	1%	1%	1%	1%	1%	2%	0%	1%	1%	1%	**
	Weighted counts	3	9	3	2	10	7	13	3	0	0	10	7	
	Column Comparisons													
No, there have been no problems	% within column	94%	96%	95%	97%	95%	95%	96%	92%	94%	95%	95%	94%	**
	Weighted counts	526	624	396	382	1,106	814	1,616	161	97	54	1,430	497	
	Column Comparisons													
NET: Yes	% within column	6%	4%	5%	3%	5%	5%	4%	8%	6%	5%	5%	6%	**
	Weighted counts	35	29	20	12	57	39	75	13	6	3	68	29	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	397	458	269	286	785	620	878	195	169	169	961	450	0
	Column Comparisons													
Unweighted base		559	644	379	402	1,104	872	1,235	274	238	237	1,351	633	0
Weighted base		561	653	416	394	1,164	853	1,691	174	103	57	1,498	526	0
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used DHL to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_4: Problems experienced with parcel delivery companies in the last 12 months... FedEx		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	1%	0%	2%	2%	1%	1%	1%	1%	1%	2%	2%	0%	1%	2%
	Weighted counts	16	0	16	6	4	3	3	9	6	4	8	1	1	1
	Column Comparisons	-		a											
Damaged mail	% within column	2%	1%	2%	1%	2%	1%	3%	2%	1%	2%	2%	0%	5%	0%
	Weighted counts	21	7	15	2	5	4	10	13	8	3	11	1	6	0
	Column Comparisons	-												c	
Delayed mail	% within column	3%	0%	4%	3%	2%	4%	3%	3%	2%	8%	4%	0%	0%	0%
	Weighted counts	38	1	36	9	5	13	10	23	15	16	20	2	0	0
	Column Comparisons	-		A							C d	c			
Mis-delivered mail	% within column	1%	0%	2%	0%	3%	1%	1%	1%	1%	2%	2%	0%	0%	3%
	Weighted counts	16	2	14	1	9	4	2	9	7	4	9	0	0	2
	Column Comparisons	-													
Mail that has been tampered with	% within column	1%	1%	1%	0%	2%	0%	2%	1%	2%	0%	2%	0%	5%	0%
	Weighted counts	16	7	9	2	5	1	8	6	10	0	8	2	5	0
	Column Comparisons	-												c	
Other problems	% within column	2%	1%	2%	1%	3%	1%	2%	3%	1%	1%	3%	2%	1%	2%
	Weighted counts	26	6	20	4	10	4	8	18	8	2	16	7	1	1
	Column Comparisons	-													
No, there have been no problems	% within column	93%	96%	92%	95%	91%	93%	94%	93%	94%	88%	92%	97%	94%	94%
	Weighted counts	1,200	452	748	303	261	303	333	622	578	174	451	404	103	68
	Column Comparisons	-	b										A b		
NET: Yes	% within column	7%	4%	8%	5%	9%	7%	6%	7%	6%	12%	8%	3%	6%	6%
	Weighted counts	85	18	67	16	25	21	22	50	35	24	38	12	7	5
	Column Comparisons	-		a							C	c			
Effective Column n	% within column														
	Weighted counts	921	241	680	231	205	241	244	472	449	142	347	297	89	47
Unweighted base	Column Comparisons														
	Weighted counts	1,246	326	920	313	277	326	330	638	608	192	469	402	120	63
Weighted base	Column Comparisons														
	Weighted counts	1,285	470	815	319	286	324	355	673	613	198	489	416	110	73
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used FedEx to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QI3_4: Problems experienced with parcel delivery companies in the last 12 months... FedEx		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Lost mail	% within column	1%	2%	1%	1%	2%	1%	1%	1%	0%	0%	1%	2%	**
	Weighted counts	4	7	2	2	12	4	15	1	0	0	10	6	
	Column Comparisons													
Damaged mail	% within column	3%	1%	1%	1%	2%	2%	2%	0%	2%	2%	2%	1%	**
	Weighted counts	12	3	4	2	12	9	19	0	1	0	16	5	
	Column Comparisons													
Delayed mail	% within column	3%	4%	3%	3%	4%	2%	3%	1%	3%	3%	3%	3%	**
	Weighted counts	10	15	7	6	30	8	34	1	2	1	29	9	
	Column Comparisons					b								
Mis-delivered mail	% within column	2%	1%	2%	0%	2%	0%	1%	1%	1%	0%	1%	1%	**
	Weighted counts	8	4	4	0	13	2	14	1	1	0	12	4	
	Column Comparisons													
Mail that has been tampered with	% within column	2%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	1%	**
	Weighted counts	8	3	2	2	7	7	15	0	0	0	12	4	
	Column Comparisons													
Other problems	% within column	2%	2%	2%	2%	3%	1%	2%	2%	1%	2%	2%	2%	**
	Weighted counts	9	7	5	5	19	7	23	2	1	0	18	8	
	Column Comparisons													
No, there have been no problems	% within column	90%	94%	94%	96%	92%	95%	93%	96%	94%	93%	93%	94%	**
	Weighted counts	347	375	256	222	702	496	1,002	112	64	22	883	315	
	Column Comparisons													
NET: Yes	% within column	10%	6%	6%	4%	8%	5%	7%	4%	6%	7%	7%	6%	**
	Weighted counts	39	22	15	9	58	24	74	5	4	2	65	20	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	277	287	182	176	523	394	588	134	121	78	634	285	1
	Column Comparisons													
Unweighted base	% within column													
	Weighted counts	374	388	246	238	708	533	796	181	163	106	858	386	2
Weighted base	% within column													
	Weighted counts	386	398	271	231	760	520	1,076	117	68	24	948	335	2
Columns	% within column	A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used FedEx to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_5: Problems experienced with parcel delivery companies in the last 12 months... Hermes		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	3%	2%	4%	3%	2%	4%	4%	3%	4%	3%	5%	3%	2%	1%
	Weighted counts	90	19	72	19	16	25	30	34	56	11	47	23	7	1
	Column Comparisons	-		a											
Damaged mail	% within column	4%	3%	5%	5%	4%	3%	6%	4%	5%	5%	6%	4%	4%	2%
	Weighted counts	121	24	97	31	26	22	42	51	70	18	55	33	11	5
	Column Comparisons	-		a											
Delayed mail	% within column	6%	4%	7%	4%	6%	6%	7%	5%	6%	11%	7%	4%	4%	1%
	Weighted counts	152	35	116	30	39	35	48	66	86	37	65	35	12	2
	Column Comparisons	-		a							C d e	c e			
Mis-delivered mail	% within column	2%	2%	3%	2%	3%	2%	3%	2%	3%	4%	3%	2%	3%	0%
	Weighted counts	67	17	50	14	18	12	24	23	44	14	25	19	8	0
	Column Comparisons	-													
Mail that has been tampered with	% within column	1%	1%	1%	0%	1%	1%	2%	1%	1%	0%	2%	1%	0%	0%
	Weighted counts	27	6	21	3	6	6	12	11	16	2	15	10	0	0
	Column Comparisons	-													
Other problems	% within column	3%	3%	3%	2%	3%	3%	3%	3%	3%	2%	3%	4%	1%	0%
	Weighted counts	77	26	51	16	21	22	19	35	42	7	35	32	3	1
	Column Comparisons	-													
No, there have been no problems	% within column	86%	90%	84%	87%	87%	86%	84%	87%	85%	81%	83%	87%	91%	95%
	Weighted counts	2,320	839	1,481	592	580	545	603	1,066	1,254	280	820	784	251	184
	Column Comparisons	-	B										a b	a b	A B c
NET: Yes	% within column	14%	10%	16%	13%	13%	14%	16%	13%	15%	19%	17%	13%	9%	5%
	Weighted counts	383	91	291	90	88	87	117	164	218	67	170	112	25	9
	Column Comparisons	-		A							c d E	c d E	e		
Effective Column n	% within column														
	Weighted counts	2,039	486	1,553	512	496	481	550	887	1,152	246	769	668	219	136
	Column Comparisons														
Unweighted base		2,796	666	2,130	702	680	660	754	1,216	1,580	338	1,055	916	300	187
Weighted base		2,702	930	1,772	682	668	632	721	1,230	1,473	347	990	896	277	193
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Hermes to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Q13_5: Problems experienced with parcel delivery companies in the last 12 months... Hermes		Demographics												
		SEG				Working status		UK nation				Rurality		
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Lost mail	% within column	4%	3%	3%	3%	4%	3%	3%	3%	4%	3%	3%	4%	**
	Weighted counts	29	25	16	19	55	36	74	8	6	2	59	31	
	Column Comparisons													
Damaged mail	% within column	5%	3%	5%	5%	4%	5%	4%	4%	4%	4%	4%	6%	**
	Weighted counts	33	25	28	34	59	62	101	10	7	3	72	49	
	Column Comparisons												a	
Delayed mail	% within column	6%	6%	5%	4%	6%	5%	5%	8%	6%	5%	5%	7%	**
	Weighted counts	45	48	30	28	83	68	119	20	9	4	100	51	
	Column Comparisons													
Mis-delivered mail	% within column	3%	3%	1%	2%	2%	3%	2%	3%	2%	2%	2%	2%	**
	Weighted counts	20	24	8	15	30	37	55	8	3	2	48	19	
	Column Comparisons													
Mail that has been tampered with	% within column	0%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	**
	Weighted counts	3	7	5	11	14	13	23	1	2	1	19	8	
	Column Comparisons													
Other problems	% within column	3%	2%	3%	4%	3%	3%	3%	4%	1%	2%	3%	3%	**
	Weighted counts	20	17	16	24	45	32	63	11	2	2	52	25	
	Column Comparisons													
No, there have been no problems	% within column	85%	88%	86%	84%	85%	86%	86%	82%	88%	86%	87%	83%	**
	Weighted counts	600	697	489	533	1,234	1,076	1,927	197	132	64	1,670	647	
	Column Comparisons													
NET: Yes	% within column	15%	12%	14%	16%	15%	14%	14%	18%	12%	14%	13%	17%	**
	Weighted counts	103	99	78	103	212	171	310	44	19	10	251	132	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	520	624	405	489	1,056	974	1,256	287	268	228	1,334	703	2
	Column Comparisons													
Unweighted base		713	856	556	671	1,448	1,336	1,722	393	368	313	1,829	964	3
Weighted base		703	796	567	636	1,445	1,248	2,237	241	151	74	1,921	779	3
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Hermes to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Q13_6: Problems experienced with parcel delivery companies in the last 12 months... Interlink		Demographics																	
		Method-ology		Quarter				Gender		Age					SEG				
		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Lost mail	% within column	1%	0%	2%	0%	1%	0%	2%	1%	1%	**	2%	0%	**	**	1%	2%	0%	1%
	Weighted counts	5	0	5	0	2	0	3	3	2		5	0			1	3	0	1
	Column Comparisons	-																	
Damaged mail	% within column	2%	1%	3%	1%	1%	3%	3%	2%	2%	**	3%	0%	**	**	1%	2%	5%	1%
	Weighted counts	10	2	8	2	1	4	4	6	5		8	1			1	3	5	1
	Column Comparisons	-																	
Delayed mail	% within column	1%	1%	1%	2%	0%	0%	2%	1%	1%	**	2%	0%	**	**	2%	2%	1%	0%
	Weighted counts	7	4	3	4	0	0	3	4	3		4	1			3	3	1	0
	Column Comparisons	-																	
Mis-delivered mail	% within column	2%	1%	2%	1%	2%	2%	2%	2%	1%	**	3%	0%	**	**	0%	1%	3%	2%
	Weighted counts	8	1	6	1	2	2	2	6	2		8	0			0	2	4	3
	Column Comparisons	-																	
Mail that has been tampered with	% within column	1%	0%	2%	0%	3%	1%	1%	1%	1%	**	2%	0%	**	**	2%	1%	2%	1%
	Weighted counts	7	0	7	0	3	2	2	3	3		6	0			2	2	2	1
	Column Comparisons	-		a															
Other problems	% within column	2%	1%	2%	1%	4%	0%	1%	2%	1%	**	1%	1%	**	**	3%	0%	2%	1%
	Weighted counts	8	2	6	1	5	0	1	5	2		3	2			4	0	2	1
	Column Comparisons	-																	
No, there have been no problems	% within column	94%	96%	92%	95%	90%	96%	95%	93%	96%	**	91%	98%	**	**	94%	93%	92%	97%
	Weighted counts	473	226	247	137	109	111	116	258	214		218	168			135	134	96	107
	Column Comparisons	-																	
NET: Yes	% within column	6%	4%	8%	5%	10%	4%	5%	7%	4%	**	9%	2%	**	**	6%	7%	8%	3%
	Weighted counts	30	9	21	7	12	4	6	20	10		21	3			8	10	8	3
	Column Comparisons	-																	
Effective Column n	% within column																		
	Weighted counts	355	129	226	92	78	96	89	186	169	33	161	122	29	10	103	102	68	82
	Column Comparisons																		
Unweighted base		477	173	304	123	105	129	120	250	227	44	216	164	39	14	139	137	91	110
Weighted base		502	235	268	144	121	115	122	278	224	45	239	172	34	13	144	144	104	110
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Interlink to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation			Rurality		
		Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	N. Wal- es	N. Irel- and	Urb- an	Unkn- own
Q13_6: Problems experienced with parcel delivery companies in the last 12 months... Interlink	% within column	1%	0%	1%	0%	0%	0%	1%	0%
Lost mail	Weighted counts	5	0	5	0	0	0	5	0
	Column Comparisons								**
	% within column	3%	0%	2%	0%	2%	2%	2%	2%
Damaged mail	Weighted counts	10	0	10	0	1	0	8	2
	Column Comparisons								**
	% within column	1%	2%	1%	1%	5%	2%	2%	1%
Delayed mail	Weighted counts	4	3	5	0	1	0	6	1
	Column Comparisons								**
	% within column	2%	0%	2%	2%	0%	0%	2%	2%
Mis-delivered mail	Weighted counts	7	1	7	1	0	0	6	2
	Column Comparisons								**
	% within column	2%	0%	1%	2%	0%	2%	2%	1%
Mail that has been tampered with	Weighted counts	7	0	5	1	0	0	6	1
	Column Comparisons								**
	% within column	2%	0%	2%	0%	1%	0%	2%	1%
Other problems	Weighted counts	7	0	7	0	0	0	6	1
	Column Comparisons								**
	% within column	92%	98%	94%	97%	91%	96%	94%	96%
No, there have been no problems	Weighted counts	302	171	395	41	25	12	334	138
	Column Comparisons		a						
	% within column	8%	2%	6%	3%	9%	4%	6%	4%
NET: Yes	Weighted counts	26	4	26	1	2	0	23	6
	Column Comparisons		b						
	% within column								
Effective Column n	Weighted counts	221	134	224	47	47	37	233	122
	Column Comparisons								0
Unweighted base		297	180	301	63	63	50	313	164
Weighted base		328	174	421	42	27	13	358	145
Columns		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Interlink to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_7: Problems experienced with parcel delivery companies in the last 12 months... DPD		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	2%	1%	0%	0%	0%
	Weighted counts	19	2	17	4	3	5	7	8	11	5	11	3	0	0
	Column Comparisons	-		a											
Damaged mail	% within column	2%	1%	2%	2%	2%	1%	2%	2%	1%	3%	2%	2%	0%	3%
	Weighted counts	36	10	26	8	8	7	12	22	14	9	12	11	0	3
	Column Comparisons	-													
Delayed mail	% within column	3%	2%	3%	2%	3%	2%	3%	3%	2%	3%	4%	1%	1%	2%
	Weighted counts	49	15	34	8	15	11	15	27	22	7	30	9	1	2
	Column Comparisons	-													
Mis-delivered mail	% within column	2%	1%	2%	1%	1%	2%	2%	1%	2%	3%	2%	1%	0%	0%
	Weighted counts	30	7	23	3	4	13	10	15	16	9	14	6	0	0
	Column Comparisons	-													
Mail that has been tampered with	% within column	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
	Weighted counts	7	2	5	3	1	2	1	4	4	0	2	5	0	0
	Column Comparisons	-													
Other problems	% within column	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	3%	1%	0%
	Weighted counts	36	12	24	7	6	12	11	17	19	5	13	17	2	0
	Column Comparisons	-													
No, there have been no problems	% within column	93%	95%	91%	94%	93%	93%	91%	93%	93%	90%	92%	93%	98%	95%
	Weighted counts	1,802	715	1,086	424	408	489	481	927	875	250	709	610	139	94
	Column Comparisons	-	b												
NET: Yes	% within column	7%	5%	9%	6%	7%	7%	9%	7%	7%	10%	8%	7%	2%	5%
	Weighted counts	140	36	104	26	31	37	46	75	65	28	59	46	3	5
	Column Comparisons	-		a											
Effective Column n	% within column														
	Weighted counts	1,381	374	1,007	319	320	362	380	672	709	186	560	458	110	67
Unweighted base	Column Comparisons														
	Weighted counts	1,963	532	1,431	453	455	515	540	955	1,008	264	796	651	157	95
Weighted base	Column Comparisons														
	Weighted counts	1,942	751	1,190	450	439	526	526	1,002	940	277	768	655	142	99
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used DPD to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QI3_7: Problems experienced with parcel delivery companies in the last 12 months... DPD		Demographics												
		SEG				Working status		UK nation				Rurality		
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Lost mail	% within column	1%	1%	1%	2%	1%	1%	1%	1%	0%	0%	1%	1%	**
	Weighted counts	3	4	5	7	12	7	18	1	0	0	13	6	
	Column Comparisons													
Damaged mail	% within column	2%	1%	2%	3%	1%	2%	2%	2%	2%	1%	2%	2%	**
	Weighted counts	9	6	9	11	17	19	30	3	2	0	25	11	
	Column Comparisons													
Delayed mail	% within column	2%	3%	1%	3%	3%	2%	2%	4%	4%	3%	3%	3%	**
	Weighted counts	12	18	5	15	32	17	35	8	4	2	36	14	
	Column Comparisons													
Mis-delivered mail	% within column	1%	1%	4%	1%	1%	2%	2%	2%	1%	1%	2%	1%	**
	Weighted counts	5	3	17	6	13	17	25	3	1	1	26	4	
	Column Comparisons			a b										
Mail that has been tampered with	% within column	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	**
	Weighted counts	4	1	2	1	4	3	5	1	0	1	5	2	
	Column Comparisons													
Other problems	% within column	2%	2%	4%	1%	2%	2%	2%	3%	1%	2%	2%	2%	**
	Weighted counts	8	9	15	3	20	14	28	6	1	1	25	11	
	Column Comparisons													
No, there have been no problems	% within column	93%	94%	92%	92%	93%	93%	93%	91%	92%	92%	93%	92%	**
	Weighted counts	471	559	376	395	1,088	708	1,485	174	92	51	1,319	480	
	Column Comparisons													
NET: Yes	% within column	7%	6%	8%	8%	7%	7%	7%	9%	8%	8%	7%	8%	**
	Weighted counts	38	35	31	35	82	57	111	17	8	4	99	41	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	362	422	274	324	793	583	829	217	174	162	925	455	1
Unweighted base	% within column													
	Weighted counts	514	600	389	460	1,127	829	1,178	308	247	230	1,314	647	2
Weighted base	% within column													
	Weighted counts	509	594	408	431	1,170	765	1,595	191	100	55	1,418	521	2
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used DPD to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_8: Problems experienced with parcel delivery companies in the last 12 months... Parcelforce		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	1%	1%	1%	1%	1%	1%	0%	0%	1%	0%	0%	1%	0%	0%
	Weighted counts	14	6	7	3	4	4	2	5	9	1	3	9	1	0
	Column Comparisons	-													
Damaged mail	% within column	2%	1%	2%	1%	3%	1%	2%	1%	2%	2%	2%	2%	0%	1%
	Weighted counts	35	13	22	6	14	4	10	16	19	4	16	14	0	2
	Column Comparisons	-													
Delayed mail	% within column	3%	2%	3%	2%	3%	2%	3%	2%	3%	4%	3%	2%	2%	3%
	Weighted counts	61	15	45	14	15	11	21	29	31	9	22	20	4	4
	Column Comparisons	-		a											
Mis-delivered mail	% within column	1%	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	0%	0%
	Weighted counts	20	10	10	4	8	0	8	9	11	1	7	12	1	0
	Column Comparisons	-													
Mail that has been tampered with	% within column	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%
	Weighted counts	10	3	7	1	1	2	6	5	5	2	2	5	0	0
	Column Comparisons	-													
Other problems	% within column	1%	1%	1%	1%	2%	1%	2%	1%	1%	0%	1%	2%	1%	1%
	Weighted counts	31	12	19	6	8	5	13	17	14	1	10	17	2	1
	Column Comparisons	-													
No, there have been no problems	% within column	94%	96%	93%	95%	93%	96%	94%	95%	94%	93%	93%	95%	97%	96%
	Weighted counts	2,166	937	1,229	534	487	547	597	1,119	1,047	217	709	818	262	160
	Column Comparisons	-	b												
NET: Yes	% within column	6%	4%	7%	5%	7%	4%	6%	5%	6%	7%	7%	5%	3%	4%
	Weighted counts	127	35	91	29	35	23	41	61	66	16	50	47	8	6
	Column Comparisons	-		a											
Effective Column n	% within column														
	Weighted counts	1,650	506	1,143	407	385	406	451	821	829	167	565	605	194	119
	Column Comparisons														
Unweighted base		2,332	716	1,616	575	545	574	638	1,160	1,172	236	799	855	274	168
Weighted base		2,293	972	1,320	563	522	570	638	1,180	1,113	233	759	864	270	166
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Parcelforce to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		SEG				Working status		UK nation				Rurality		
Q13_8: Problems experienced with parcel delivery companies in the last 12 months... Parcelforce		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Lost mail	% within column	1%	0%	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%	**
	Weighted counts	5	3	5	1	11	3	11	1	1	1	8	5	
	Column Comparisons													
Damaged mail	% within column	2%	1%	2%	1%	2%	1%	2%	1%	1%	1%	1%	2%	**
	Weighted counts	11	6	11	7	25	10	32	1	2	1	23	12	
	Column Comparisons													
Delayed mail	% within column	3%	2%	4%	2%	3%	2%	3%	4%	2%	2%	3%	2%	**
	Weighted counts	18	12	21	10	40	20	49	7	3	2	46	14	
	Column Comparisons													
Mis-delivered mail	% within column	1%	1%	0%	1%	1%	0%	1%	1%	0%	2%	1%	0%	**
	Weighted counts	6	5	2	7	15	5	17	1	0	1	18	2	
	Column Comparisons													
Mail that has been tampered with	% within column	0%	0%	1%	1%	1%	0%	0%	0%	0%	1%	0%	1%	**
	Weighted counts	1	2	4	3	9	1	9	1	0	0	7	3	
	Column Comparisons													
Other problems	% within column	2%	1%	2%	1%	2%	1%	1%	2%	1%	0%	2%	1%	**
	Weighted counts	11	7	8	5	21	10	26	4	1	0	25	6	
	Column Comparisons													
No, there have been no problems	% within column	94%	96%	92%	95%	93%	96%	94%	94%	96%	95%	95%	94%	**
	Weighted counts	576	640	449	500	1,167	988	1,795	177	116	79	1,586	578	
	Column Comparisons						a							
NET: Yes	% within column	6%	4%	8%	5%	7%	4%	6%	6%	4%	5%	5%	6%	**
	Weighted counts	35	29	39	24	85	42	105	12	5	4	88	39	
	Column Comparisons					b								
Effective Column n	% within column													
	Weighted counts	437	495	327	390	858	784	999	208	207	236	1,103	545	1
Unweighted base	% within column													
	Weighted counts	618	700	462	552	1,213	1,108	1,412	294	292	334	1,559	771	2
Weighted base	% within column													
	Weighted counts	611	669	489	524	1,252	1,030	1,900	189	121	83	1,674	617	2
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Parcelforce to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																	
		Method-ology			Quarter				Gender		Age					SEG			
		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Q13_9: Problems experienced with parcel delivery companies in the last 12 months...	TNT Express	0%	0%	1%	0%	2%	0%	0%	0%	1%	**	1%	0%	0%	**	1%	0%	0%	1%
Lost mail	% within column	0%	0%	1%	0%	2%	0%	0%	0%	1%	**	1%	0%	0%	**	1%	0%	0%	1%
	Weighted counts	2	0	2	0	2	0	0	0	2		2	0	0		1	0	0	1
	Column Comparisons	-																	
Damaged mail	% within column	1%	0%	2%	0%	2%	1%	1%	1%	2%	**	1%	1%	0%	**	2%	0%	4%	0%
	Weighted counts	6	0	6	0	3	2	1	3	3		1	3	0		3	0	3	0
	Column Comparisons	-																	
Delayed mail	% within column	1%	1%	1%	2%	1%	1%	1%	1%	2%	**	2%	0%	0%	**	2%	1%	1%	0%
	Weighted counts	5	2	3	2	1	1	1	2	3		4	0	0		3	2	0	0
	Column Comparisons	-																	
Mis-delivered mail	% within column	1%	0%	2%	0%	4%	0%	1%	1%	3%	**	2%	0%	0%	**	1%	1%	4%	1%
	Weighted counts	6	0	6	0	5	0	1	2	5		4	0	0		1	1	3	1
	Column Comparisons	-																	
Mail that has been tampered with	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	0%	0%	0%	**	0%	0%	0%	0%
	Weighted counts	0	0	0	0	0	0	0	0	0		0	0	0		0	0	0	0
	Column Comparisons	-																	
Other problems	% within column	1%	0%	2%	2%	1%	0%	1%	1%	1%	**	1%	0%	0%	**	0%	1%	2%	1%
	Weighted counts	6	1	5	2	1	1	2	4	1		1	1	0		1	2	1	2
	Column Comparisons	-																	
No, there have been no problems	% within column	96%	99%	94%	96%	94%	97%	96%	97%	95%	**	95%	98%	100%	**	96%	96%	93%	97%
	Weighted counts	447	198	249	117	109	112	110	276	171		165	194	46		143	132	64	108
	Column Comparisons	-	b										a						
NET: Yes	% within column	4%	1%	6%	4%	6%	3%	4%	3%	5%	**	5%	2%	0%	**	4%	4%	7%	3%
	Weighted counts	19	3	16	5	7	3	4	9	9		9	5	0		6	5	5	3
	Column Comparisons	-		a															
Effective Column n	% within column																		
	Weighted counts	337	111	226	87	82	83	86	206	132	26	121	138	37	15	109	95	50	83
	Column Comparisons																		
Unweighted base		453	149	304	117	110	111	115	276	177	35	163	185	50	20	146	128	67	112
Weighted base		466	201	265	121	116	115	114	286	180	33	174	198	46	15	149	137	69	111
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Express to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation			Rurality		
		Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	N. Ire- and	Urb- an	Rural	Unkn- own
Q13_9: Problems experienced with parcel delivery companies in the last 12 months...	TNT Express								
	% within column	0%	1%	1%	0%	0%	**	0%	1%
Lost mail	Weighted counts	0	2	2	0	0		1	1
	Column Comparisons								
	% within column	2%	0%	1%	0%	1%	**	1%	1%
Damaged mail	Weighted counts	6	0	6	0	0		5	1
	Column Comparisons								
	% within column	1%	1%	1%	1%	5%	**	1%	1%
Delayed mail	Weighted counts	4	2	3	0	1		4	2
	Column Comparisons								
	% within column	1%	2%	1%	0%	1%	**	2%	0%
Mis-delivered mail	Weighted counts	3	3	6	0	0		6	0
	Column Comparisons								
	% within column	0%	0%	0%	0%	0%	**	0%	0%
Mail that has been tampered with	Weighted counts	0	0	0	0	0		0	0
	Column Comparisons								
	% within column	1%	2%	1%	1%	2%	**	2%	0%
Other problems	Weighted counts	2	4	5	0	1		6	0
	Column Comparisons								
	% within column	96%	96%	96%	98%	91%	**	96%	97%
No, there have been no problems	Weighted counts	270	177	367	46	24		327	121
	Column Comparisons								
	% within column	4%	4%	4%	2%	9%	**	4%	3%
NET: Yes	Weighted counts	12	7	15	1	2		14	4
	Column Comparisons								
	% within column								
Effective Column n	Weighted counts	191	145	210	49	48	31	230	107
	Column Comparisons								
Unweighted base		257	195	282	66	64	41	309	144
Weighted base		282	184	382	47	27	10	341	125
Columns		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Express to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics																	
			Method-ology		Quarter				Gender		Age					SEG				
			Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
QI3_10: Problems experienced with parcel delivery companies in the last 12 months... TNT Post UK			0%	0%	0%	**	**	0%	0%	0%	0%	**	0%	0%	**	**	**	0%	**	0%
Lost mail			0	0	0			0	0	0	0		0	0				0		0
Weighted counts			-	-	-			-	-	-	-		-	-				-		-
Column Comparisons			1%	0%	2%	**	**	0%	0%	2%	0%	**	0%	0%	**	**	**	3%	**	0%
Damaged mail			2	0	2			0	0	2	0		0	0				2		0
Weighted counts			-	-	-			-	-	-	-		-	-				-		-
Column Comparisons			3%	2%	3%	**	**	0%	5%	2%	4%	**	1%	1%	**	**	**	2%	**	1%
Delayed mail			6	1	4			0	3	2	3		1	0				1		0
Weighted counts			-	-	-			-	-	-	-		-	-				-		-
Column Comparisons			0%	0%	0%	**	**	0%	0%	0%	0%	**	0%	0%	**	**	**	0%	**	0%
Mis-delivered mail			0	0	0			0	0	0	0		0	0				0		0
Weighted counts			-	-	-			-	-	-	-		-	-				-		-
Column Comparisons			2%	0%	3%	**	**	0%	0%	3%	0%	**	2%	0%	**	**	**	3%	**	0%
Mail that has been tampered with			4	0	4			0	0	4	0		2	0				2		0
Weighted counts			-	-	-			-	-	-	-		-	-				-		-
Column Comparisons			0%	0%	0%	**	**	0%	0%	0%	0%	**	0%	0%	**	**	**	0%	**	0%
Other problems			0	0	0			0	0	0	0		0	0				0		0
Weighted counts			-	-	-			-	-	-	-		-	-				-		-
Column Comparisons			95%	98%	94%	**	**	100%	94%	95%	96%	**	97%	99%	**	**	**	94%	**	99%
No, there have been no problems			194	69	125			52	47	119	75		79	79				54		55
Weighted counts			-	-	-			-	-	-	-		-	-				-		-
Column Comparisons			5%	2%	6%	**	**	0%	6%	5%	4%	**	3%	1%	**	**	**	6%	**	1%
NET: Yes			10	1	8			0	3	6	3		3	1				3		0
Weighted counts			-	-	-			-	-	-	-		-	-				-		-
Column Comparisons			139	38	102	35	30	36	38	85	54	16	53	57	9	4	35	40	27	38
Effective Column n			139	38	102	35	30	36	38	85	54	16	53	57	9	4	35	40	27	38
Weighted counts			193	52	141	48	42	50	53	118	75	22	73	79	13	6	49	55	37	52
Unweighted base			203	70	133	55	46	52	50	125	78	23	82	80	10	8	53	57	39	55
Weighted base			203	70	133	55	46	52	50	125	78	23	82	80	10	8	53	57	39	55
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Post UK to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics								
		Working status		UK nation			Rurality			
		Not	NET:	NET:		N.				
QI3_10: Problems experienced with parcel delivery companies in the last 12 months... TNT Post UK		Work- ing	work- ing	Engl- and	Scotl- and	Wal- es	Irel- and	Urb- an	Unkn- own	
Lost mail	% within column	0%	0%	0%	**	**	**	0%	0%	**
	Weighted counts	0	0	0				0	0	
	Column Comparisons	-	-	-				-	-	
Damaged mail	% within column	0%	3%	1%	**	**	**	1%	0%	**
	Weighted counts	0	2	2				2	0	
	Column Comparisons									
Delayed mail	% within column	1%	5%	3%	**	**	**	3%	3%	**
	Weighted counts	2	4	5				4	1	
	Column Comparisons									
Mis-delivered mail	% within column	0%	0%	0%	**	**	**	0%	0%	**
	Weighted counts	0	0	0				0	0	
	Column Comparisons	-	-	-				-	-	
Mail that has been tampered with	% within column	1%	3%	2%	**	**	**	3%	0%	**
	Weighted counts	2	2	4				4	0	
	Column Comparisons									
Other problems	% within column	0%	0%	0%	**	**	**	0%	0%	**
	Weighted counts	0	0	0				0	0	
	Column Comparisons	-	-	-				-	-	
No, there have been no problems	% within column	97%	92%	95%	**	**	**	95%	97%	**
	Weighted counts	124	69	154				146	48	
	Column Comparisons									
NET: Yes	% within column	3%	8%	5%	**	**	**	5%	3%	**
	Weighted counts	4	6	9				8	2	
	Column Comparisons									
Effective Column n	% within column									
	Weighted counts	85	54	83	27	15	14	93	46	0
Unweighted base	Column Comparisons									
		118	75	115	37	21	20	129	64	0
Weighted base		128	75	163	26	10	5	154	49	0
Columns		A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used TNT Post UK to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Q13_11: Problems experienced with parcel delivery companies in the last 12 months... UPS		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	3	1	1	0	0	1	1	1	1	0	3	0	0	0
	Column Comparisons	-													
Damaged mail	% within column	1%	1%	1%	1%	0%	2%	1%	1%	2%	3%	1%	0%	3%	2%
	Weighted counts	12	5	6	2	1	5	5	4	8	4	3	1	3	1
	Column Comparisons	-													
Delayed mail	% within column	2%	1%	2%	2%	3%	1%	2%	2%	2%	6%	2%	1%	3%	0%
	Weighted counts	21	6	15	4	9	2	6	11	10	8	6	4	3	0
	Column Comparisons	-													
Mis-delivered mail	% within column	0%	0%	1%	0%	1%	0%	0%	0%	0%	2%	0%	0%	0%	0%
	Weighted counts	4	0	4	0	1	1	1	2	1	2	1	0	0	0
	Column Comparisons	-													
Mail that has been tampered with	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	1	1	1	1	0	0	0	1	0	0	0	1	0	0
	Column Comparisons	-													
Other problems	% within column	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	2%	0%	0%
	Weighted counts	14	4	10	3	2	3	5	11	4	2	3	9	0	0
	Column Comparisons	-													
No, there have been no problems	% within column	96%	97%	95%	97%	96%	96%	95%	96%	96%	91%	97%	96%	94%	98%
	Weighted counts	1,078	418	660	264	259	246	309	593	485	133	400	371	100	75
	Column Comparisons	-													
NET: Yes	% within column	4%	3%	5%	3%	4%	4%	5%	4%	4%	9%	3%	4%	6%	2%
	Weighted counts	47	13	34	9	12	10	15	26	21	14	12	14	6	1
	Column Comparisons	-													
Effective Column n	% within column														
	Weighted counts	811	232	578	205	197	183	226	437	373	100	296	273	86	55
	Column Comparisons														
Unweighted base		1,116	320	796	282	271	252	311	602	514	138	407	376	119	76
Weighted base		1,125	431	694	274	271	255	325	619	506	146	412	384	106	76
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used UPS to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QI3_11: Problems experienced with parcel delivery companies in the last 12 months... UPS		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
		AB	C1	C2	DE	Work- ing	Not working							
Lost mail	% within column	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	**
	Weighted counts	1	0	0	1	2	0	2	0	0	0	1	1	
	Column Comparisons													
Damaged mail	% within column	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%	1%	0%	**
	Weighted counts	3	4	3	1	5	7	11	0	1	0	11	1	
	Column Comparisons													
Delayed mail	% within column	3%	2%	1%	1%	1%	2%	2%	1%	4%	3%	2%	2%	**
	Weighted counts	10	7	2	2	9	12	17	1	2	1	16	5	
	Column Comparisons													
Mis-delivered mail	% within column	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	**
	Weighted counts	1	0	2	1	3	1	3	0	0	0	3	1	
	Column Comparisons													
Mail that has been tampered with	% within column	0%	0%	0%	0%	0%	0%	0%	0%	2%	1%	0%	0%	**
	Weighted counts	1	0	0	0	1	0	0	0	1	0	1	0	
	Column Comparisons									a				
Other problems	% within column	1%	2%	1%	0%	1%	2%	1%	1%	1%	1%	1%	1%	**
	Weighted counts	4	7	3	0	7	7	12	1	0	0	11	4	
	Column Comparisons													
No, there have been no problems	% within column	96%	94%	96%	97%	97%	95%	96%	98%	95%	95%	95%	97%	**
	Weighted counts	305	321	220	233	612	465	892	105	54	28	784	295	
	Column Comparisons													
NET: Yes	% within column	4%	6%	4%	3%	3%	5%	4%	2%	5%	5%	5%	3%	**
	Weighted counts	14	19	8	6	22	25	40	2	3	2	37	10	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	234	251	153	173	434	376	503	123	97	88	548	263	0
Unweighted base	% within column													
	Weighted counts	322	345	211	238	597	518	693	169	133	121	754	362	0
Weighted base	% within column													
	Weighted counts	319	340	228	239	634	490	932	107	57	30	821	304	0
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used UPS to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																	
		Method-ology		Quarter				Gender		Age					SEG				
		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
QI3_12: Problems experienced with parcel delivery companies in the last 12 months...	UK Mail	2%	2%	3%	2%	3%	3%	2%	1%	4%	3%	3%	1%	6%	**	1%	2%	1%	5%
Lost mail	% within column	2%	2%	3%	2%	3%	3%	2%	1%	4%	3%	3%	1%	6%	**	1%	2%	1%	5%
	Weighted counts	15	3	11	3	3	5	4	4	11	2	7	1	4		1	5	1	7
	Column Comparisons	-								a									
Damaged mail	% within column	1%	1%	1%	1%	0%	1%	2%	0%	2%	4%	1%	1%	0%	**	0%	0%	1%	4%
	Weighted counts	8	1	6	2	0	1	4	1	6	3	2	1	0		0	0	1	6
	Column Comparisons	-								a									
Delayed mail	% within column	3%	3%	3%	2%	2%	5%	3%	2%	4%	6%	2%	2%	4%	**	3%	4%	3%	1%
	Weighted counts	18	4	13	3	2	8	5	8	10	4	6	4	3		4	8	4	2
	Column Comparisons	-																	
Mis-delivered mail	% within column	3%	1%	4%	1%	3%	6%	1%	3%	3%	3%	2%	4%	1%	**	3%	1%	5%	3%
	Weighted counts	17	1	16	2	4	8	3	9	8	3	6	7	1		3	3	7	4
	Column Comparisons	-																	
Mail that has been tampered with	% within column	1%	0%	1%	0%	1%	0%	2%	1%	1%	0%	1%	1%	0%	**	0%	0%	1%	2%
	Weighted counts	4	1	4	0	1	0	3	2	2	0	2	3	0		0	0	1	3
	Column Comparisons	-																	
Other problems	% within column	1%	1%	1%	0%	0%	5%	0%	2%	0%	0%	0%	4%	1%	**	0%	3%	1%	0%
	Weighted counts	8	1	7	0	0	8	0	8	0	0	0	7	1		0	7	1	0
	Column Comparisons	-					a b d		b										
No, there have been no problems	% within column	92%	95%	91%	95%	93%	86%	93%	93%	90%	86%	93%	91%	93%	**	96%	91%	90%	90%
	Weighted counts	557	149	408	148	120	126	163	316	240	62	215	171	67		130	178	118	130
	Column Comparisons	-																	
NET: Yes	% within column	8%	5%	9%	5%	7%	14%	7%	7%	10%	14%	7%	9%	7%	**	4%	9%	10%	10%
	Weighted counts	50	8	42	8	9	20	13	23	27	10	15	18	5		5	17	13	14
	Column Comparisons	-																	
Effective Column n	% within column																		
	Weighted counts	464	86	378	114	97	118	135	255	210	57	170	141	61	34	109	148	97	110
	Column Comparisons																		
Unweighted base		598	111	487	147	125	152	174	328	270	74	219	182	79	44	140	191	125	142
Weighted base		606	156	450	156	129	146	175	339	268	72	230	188	73	44	135	196	132	144
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used UK Mail to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation			Rurality		
		Work- ing	Not work- ing	NET: Eng- and	NET: Scotl- and	N. Ire- and	Urb- an	Rural	Unkn- own
Q13_12: Problems experienced with parcel delivery companies in the last 12 months...	UK Mail								
	<i>% within column</i>	3%	2%	2%	0%	5%	**	2%	4%
Lost mail	<i>Weighted counts</i>	9	6	13	0	2		8	6
	<i>Column Comparisons</i>								
	<i>% within column</i>	1%	1%	1%	0%	2%	**	1%	2%
Damaged mail	<i>Weighted counts</i>	4	3	7	0	1		4	4
	<i>Column Comparisons</i>								
	<i>% within column</i>	3%	3%	3%	3%	4%	**	2%	4%
Delayed mail	<i>Weighted counts</i>	9	9	14	2	1		11	6
	<i>Column Comparisons</i>								
	<i>% within column</i>	1%	5%	3%	4%	4%	**	3%	3%
Mis-delivered mail	<i>Weighted counts</i>	3	14	13	2	1		12	5
	<i>Column Comparisons</i>		a						
	<i>% within column</i>	0%	1%	1%	0%	3%	**	0%	2%
Mail that has been tampered with	<i>Weighted counts</i>	1	3	3	0	1		1	3
	<i>Column Comparisons</i>							a	
	<i>% within column</i>	1%	1%	1%	2%	0%	**	1%	2%
Other problems	<i>Weighted counts</i>	4	4	7	1	0		5	3
	<i>Column Comparisons</i>								
	<i>% within column</i>	92%	91%	92%	92%	90%	**	93%	88%
No, there have been no problems	<i>Weighted counts</i>	291	265	473	51	28		418	139
	<i>Column Comparisons</i>								
	<i>% within column</i>	8%	9%	8%	8%	10%	**	7%	12%
NET: Yes	<i>Weighted counts</i>	25	25	41	4	3		31	18
	<i>Column Comparisons</i>								
	<i>% within column</i>								
Effective Column n	<i>Weighted counts</i>	232	232	318	64	58	23	315	149
	<i>Column Comparisons</i>								0
Unweighted base		299	299	410	83	75	30	406	192
Weighted base		316	291	514	55	31	6	449	157
Columns		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used UK Mail to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																	
		Method-ology			Quarter				Gender		Age					SEG			
Q13_13: Problems experienced with parcel delivery companies in the last 12 months... DX		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE
Lost mail	% within column	3%	**	0%	**	**	**	**	0%	8%	**	3%	**	**	**	**	**	**	**
	Weighted counts	4		0					0	4		2							
	Column Comparisons	-								a									
Damaged mail	% within column	1%	**	0%	**	**	**	**	0%	3%	**	1%	**	**	**	**	**	**	**
	Weighted counts	1		0					0	1		1							
	Column Comparisons	-																	
Delayed mail	% within column	4%	**	4%	**	**	**	**	2%	8%	**	6%	**	**	**	**	**	**	**
	Weighted counts	6		3					1	4		4							
	Column Comparisons	-																	
Mis-delivered mail	% within column	3%	**	2%	**	**	**	**	0%	8%	**	1%	**	**	**	**	**	**	**
	Weighted counts	5		1					0	5		1							
	Column Comparisons	-								a									
Mail that has been tampered with	% within column	0%	**	0%	**	**	**	**	0%	0%	**	0%	**	**	**	**	**	**	**
	Weighted counts	0		0					0	0		0							
	Column Comparisons	-		-					-	-		-							
Other problems	% within column	2%	**	3%	**	**	**	**	2%	1%	**	3%	**	**	**	**	**	**	**
	Weighted counts	2		2					2	1		2							
	Column Comparisons	-																	
No, there have been no problems	% within column	90%	**	90%	**	**	**	**	96%	82%	**	88%	**	**	**	**	**	**	**
	Weighted counts	118		68					73	45		62							
	Column Comparisons	-							b										
NET: Yes	% within column	10%	**	10%	**	**	**	**	4%	18%	**	12%	**	**	**	**	**	**	**
	Weighted counts	13		7					3	10		8							
	Column Comparisons	-								a									
Effective Column n	% within column																		
	Weighted counts	88	28	61	15	18	28	27	48	40	11	48	23	4	2	22	31	15	20
	Column Comparisons																		
Unweighted base		121	38	83	21	25	38	37	66	55	15	66	31	6	3	30	43	21	27
Weighted base		131	55	76	24	25	45	37	76	55	17	70	35	6	2	31	42	30	28
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used DX to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation				Rurality	
		Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	N. Wal- es	N. Irel- and	Urb- an	Unkn- own
QI3_13: Problems experienced with parcel delivery companies in the last 12 months... DX									
Lost mail	% within column	5%	**	3%	**	**	**	1%	**
	Weighted counts	4		3				1	
	Column Comparisons								
Damaged mail	% within column	1%	**	0%	**	**	**	1%	**
	Weighted counts	1		0				1	
	Column Comparisons								
Delayed mail	% within column	4%	**	4%	**	**	**	4%	**
	Weighted counts	4		4				4	
	Column Comparisons								
Mis-delivered mail	% within column	5%	**	3%	**	**	**	2%	**
	Weighted counts	5		3				2	
	Column Comparisons								
Mail that has been tampered with	% within column	0%	**	0%	**	**	**	0%	**
	Weighted counts	0		0				0	
	Column Comparisons	-		-				-	
Other problems	% within column	3%	**	1%	**	**	**	2%	**
	Weighted counts	2		1				2	
	Column Comparisons								
No, there have been no problems	% within column	88%	**	90%	**	**	**	92%	**
	Weighted counts	80		95				95	
	Column Comparisons								
NET: Yes	% within column	12%	**	10%	**	**	**	8%	**
	Weighted counts	11		10				8	
	Column Comparisons								
Effective Column n	% within column								
	Weighted counts	60	28	55	18	10	5	64	24
	Column Comparisons								
Unweighted base		82	39	75	25	14	7	88	33
Weighted base		91	40	105	16	7	2	102	28
Columns		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used DX to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_14: Problems experienced with parcel delivery companies in the last 12 months... Yodel		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	2%	0%	3%	2%	2%	2%	3%	2%	2%	2%	3%	2%	2%	0%
	Weighted counts	47	3	43	10	9	13	16	21	25	5	19	17	5	0
	Column Comparisons	-		A											
Damaged mail	% within column	4%	2%	5%	4%	4%	4%	4%	4%	4%	7%	4%	4%	2%	2%
	Weighted counts	86	13	73	19	22	22	24	45	42	17	32	27	6	3
	Column Comparisons	-		a											
Delayed mail	% within column	6%	4%	7%	6%	4%	8%	6%	7%	6%	7%	9%	5%	3%	1%
	Weighted counts	131	30	101	33	23	41	34	70	61	19	66	36	8	2
	Column Comparisons	-		a							e	c d e			
Mis-delivered mail	% within column	3%	1%	4%	3%	3%	3%	3%	3%	3%	2%	4%	3%	2%	0%
	Weighted counts	61	6	55	16	15	15	15	31	30	5	31	19	6	0
	Column Comparisons	-		A											
Mail that has been tampered with	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0%	0%
	Weighted counts	20	2	17	5	4	4	6	8	11	5	10	4	0	1
	Column Comparisons	-													
Other problems	% within column	3%	2%	4%	2%	3%	5%	4%	3%	4%	3%	4%	4%	3%	3%
	Weighted counts	74	13	60	11	15	26	22	29	45	8	28	27	6	5
	Column Comparisons	-		a											
No, there have been no problems	% within column	86%	92%	83%	86%	89%	84%	86%	87%	86%	84%	83%	88%	90%	94%
	Weighted counts	1,849	655	1,194	457	475	432	486	919	930	215	611	654	220	149
	Column Comparisons	-	B										b	b	a b
NET: Yes	% within column	14%	8%	17%	14%	11%	16%	14%	13%	14%	16%	17%	12%	10%	6%
	Weighted counts	292	55	237	72	59	82	79	140	152	40	128	91	23	10
	Column Comparisons	-		A							e	c d e			
Effective Column n	% within column														
	Weighted counts	1,615	371	1,245	405	398	389	422	775	840	176	573	557	190	120
Unweighted base	Column Comparisons														
	Weighted counts	2,275	522	1,753	571	561	548	595	1,092	1,183	248	807	784	267	169
Weighted base	Column Comparisons														
	Weighted counts	2,141	709	1,431	528	534	514	565	1,059	1,082	255	739	745	243	159
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Yodel to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QI3_14: Problems experienced with parcel delivery companies in the last 12 months... Yodel		Demographics												
		SEG				Working status		UK nation				Rurality		
								NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Lost mail	% within column	2%	1%	3%	2%	2%	2%	2%	2%	3%	2%	2%	2%	**
	Weighted counts	10	9	15	13	23	24	38	4	3	2	37	10	
	Column Comparisons													
Damaged mail	% within column	4%	4%	4%	4%	4%	5%	4%	3%	3%	3%	4%	3%	**
	Weighted counts	21	26	18	21	39	47	74	6	3	2	66	21	
	Column Comparisons													
Delayed mail	% within column	8%	5%	6%	5%	7%	5%	6%	4%	6%	5%	6%	6%	**
	Weighted counts	42	32	30	27	80	52	111	9	8	4	98	34	
	Column Comparisons													
Mis-delivered mail	% within column	4%	3%	2%	3%	3%	2%	3%	2%	3%	2%	3%	3%	**
	Weighted counts	20	18	9	14	37	24	53	3	3	2	46	15	
	Column Comparisons													
Mail that has been tampered with	% within column	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	**
	Weighted counts	3	7	5	5	11	9	17	1	1	1	15	4	
	Column Comparisons													
Other problems	% within column	4%	2%	5%	4%	4%	3%	4%	3%	2%	3%	4%	3%	**
	Weighted counts	21	13	21	19	41	33	62	7	3	2	55	19	
	Column Comparisons													
No, there have been no problems	% within column	85%	88%	84%	87%	85%	87%	86%	88%	88%	91%	86%	88%	**
	Weighted counts	435	572	386	455	954	887	1,493	176	112	68	1,307	540	
	Column Comparisons													
NET: Yes	% within column	15%	12%	16%	13%	15%	13%	14%	12%	12%	9%	14%	12%	**
	Weighted counts	77	75	74	67	162	129	247	23	15	7	218	74	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	388	505	323	399	814	795	949	230	217	220	1,057	557	1
	Column Comparisons													
Unweighted base		547	711	455	562	1,147	1,119	1,336	324	305	310	1,488	785	2
Weighted base		512	647	459	522	1,116	1,016	1,739	199	127	74	1,525	614	2
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Yodel to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
Q13_15: Problems experienced with parcel delivery companies in the last 12 months... Amazon Logistics		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years
Lost mail	% within column	2%	1%	3%	2%	3%	3%	1%	1%	3%	5%	3%	1%	1%	0%
	Weighted counts	34	7	27	10	10	10	5	8	27	10	17	6	2	0
	Column Comparisons	-		a						a					
Damaged mail	% within column	2%	1%	3%	3%	1%	2%	2%	2%	2%	3%	3%	2%	1%	0%
	Weighted counts	32	9	23	11	4	9	8	19	13	6	14	10	2	0
	Column Comparisons	-													
Delayed mail	% within column	4%	2%	5%	5%	3%	3%	4%	3%	5%	6%	5%	3%	1%	1%
	Weighted counts	60	11	49	18	11	13	19	22	39	13	28	17	2	1
	Column Comparisons	-		a											
Mis-delivered mail	% within column	1%	0%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	0%	1%
	Weighted counts	15	1	13	6	2	4	3	10	5	3	6	4	1	1
	Column Comparisons	-		a											
Mail that has been tampered with	% within column	1%	0%	1%	1%	0%	1%	1%	0%	1%	1%	1%	1%	0%	0%
	Weighted counts	9	1	8	3	0	3	2	2	7	1	3	5	0	0
	Column Comparisons	-													
Other problems	% within column	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	2%	0%	0%
	Weighted counts	20	6	14	6	5	3	6	9	11	3	7	10	1	0
	Column Comparisons	-													
No, there have been no problems	% within column	91%	96%	87%	88%	91%	91%	93%	93%	89%	88%	88%	92%	97%	98%
	Weighted counts	1,401	617	784	341	296	346	418	707	694	184	470	497	158	92
	Column Comparisons	-	B											a b	a b
NET: Yes	% within column	9%	4%	13%	12%	9%	9%	7%	7%	11%	12%	12%	8%	3%	2%
	Weighted counts	141	29	113	45	29	36	32	57	84	26	64	46	4	2
	Column Comparisons	-		A							d e	d e			
Effective Column n	% within column														
	Weighted counts	1,063	323	740	271	219	262	311	529	534	143	362	368	122	69
Unweighted base	Column Comparisons														
	Weighted counts	1,423	433	990	363	293	351	416	708	715	192	484	492	163	92
Weighted base	Column Comparisons														
	Weighted counts	1,543	646	897	386	325	382	450	765	778	210	534	543	162	94
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Amazon Logistics to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QI3_15: Problems experienced with parcel delivery companies in the last 12 months... Amazon Logistics		Demographics												
		SEG				Working status		UK nation				Rurality		
		AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Lost mail	% within column	2%	2%	3%	2%	2%	3%	2%	4%	2%	2%	3%	1%	**
	Weighted counts	7	7	11	9	16	18	27	5	1	0	30	4	
	Column Comparisons													
Damaged mail	% within column	2%	2%	2%	3%	2%	2%	2%	5%	3%	1%	2%	2%	**
	Weighted counts	9	9	5	9	19	12	22	7	2	0	23	8	
	Column Comparisons													
Delayed mail	% within column	4%	4%	2%	5%	4%	4%	4%	5%	5%	1%	4%	4%	**
	Weighted counts	16	19	7	18	34	27	50	6	4	0	46	15	
	Column Comparisons													
Mis-delivered mail	% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	**
	Weighted counts	5	3	2	5	4	10	12	2	1	0	10	5	
	Column Comparisons													
Mail that has been tampered with	% within column	0%	0%	1%	1%	0%	1%	1%	0%	0%	0%	0%	1%	**
	Weighted counts	1	2	3	4	4	5	8	1	0	0	6	4	
	Column Comparisons													
Other problems	% within column	2%	1%	1%	2%	1%	2%	1%	1%	2%	2%	1%	1%	**
	Weighted counts	9	3	2	6	9	11	16	2	1	0	15	5	
	Column Comparisons													
No, there have been no problems	% within column	90%	92%	92%	90%	90%	92%	91%	86%	89%	94%	91%	90%	**
	Weighted counts	343	446	290	322	730	665	1,204	115	63	19	1,059	340	
	Column Comparisons													
NET: Yes	% within column	10%	8%	8%	10%	10%	8%	9%	14%	11%	6%	9%	10%	**
	Weighted counts	40	38	26	37	81	60	113	19	8	1	105	37	
	Column Comparisons													
Effective Column n	% within column													
	Weighted counts	268	340	199	255	527	531	720	153	126	63	752	309	1
	Column Comparisons													
Unweighted base	% within column													
	Weighted counts	359	455	267	342	706	711	964	205	169	85	1,007	414	2
	Column Comparisons													
Weighted base	% within column													
	Weighted counts	383	485	316	359	811	726	1,317	135	70	21	1,164	377	2
	Column Comparisons													
Columns		A	B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used Amazon Logistics to send or receive items
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics																	
			Method-ology		Quarter				Gender		Age					SEG				
					Onli-	Q1	Q2	Q3	Q4		Fem-	16-24	25-44	45-64	65-74	75+				
Q13_16: Problems experienced with any other provider...			Total	CAPI	ne	2017	2017	2017	2017	Male	ale	years	years	years	years	years	AB	C1	C2	DE
	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Lost mail	Weighted counts																			
	Column Comparisons																			
	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Damaged mail	Weighted counts																			
	Column Comparisons																			
	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Delayed mail	Weighted counts																			
	Column Comparisons																			
	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mis-delivered mail	Weighted counts																			
	Column Comparisons																			
	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mail that has been tampered with	Weighted counts																			
	Column Comparisons																			
	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other problems	Weighted counts																			
	Column Comparisons																			
	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No, there have been no problems	Weighted counts																			
	Column Comparisons																			
	% within column		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Yes	Weighted counts																			
	Column Comparisons																			
	% within column																			
Effective Column n	Weighted counts		22	8	13	6	6	4	7	11	11	1	8	8	1	4	4	9	5	4
	Column Comparisons																			
Unweighted base			31	12	19	8	8	5	10	15	16	1	11	11	2	6	6	13	7	5
Weighted base			38	17	20	9	9	6	13	14	24	2	11	9	3	12	8	16	8	5
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used any postal services provider not mentioned to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics							
		Working status		UK nation				Rurality	
		Work- ing	Not work- ing	NET: Engl- and	NET: Scotl- and	N. Wal- es	N. Irel- and	Urb- an	Unkn- own
		**	**	**	**	**	**	**	**
Q13_16: Problems experienced with any other provider...	% within column								
Lost mail	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Damaged mail	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Delayed mail	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Mis-delivered mail	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Mail that has been tampered with	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
Other problems	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
No, there have been no problems	Weighted counts								
	Column Comparisons								
	% within column	**	**	**	**	**	**	**	**
NET: Yes	Weighted counts								
	Column Comparisons								
	% within column								
Effective Column n	Weighted counts	11	10	13	4	2	3	13	9
	Column Comparisons								
Unweighted base		16	14	18	6	3	4	18	13
Weighted base		16	20	30	5	1	1	24	14
Columns		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had ever used any postal services provider not mentioned to send or receive items

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_1: Did you make a complaint about the problems you experienced with the services from... Citipost		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	Weighted counts																					
	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
I can't remember	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	Weighted counts	21	1	20	4	5	5	7	14	7	8	9	4	0	0	9	4	4	4	17	3	15
	Column Comparisons																					
Unweighted base		29	2	27	6	7	7	9	19	10	11	13	5	0	0	13	6	5	5	24	4	21
Weighted base		37	2	35	8	11	10	8	25	12	15	16	7	0	0	15	6	11	5	28	7	33
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Citipost in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_1: Did you make a complaint about the problems you experienced with the services from... Citipost		NET:		N.			
		Scotl- and	Wal- es	Irel- and	Urb- an	Rural	Unkn- own
		**	**	**	**	**	**
Yes	% within column						
	Weighted counts						
	Column Comparisons						
No	% within column	**	**	**	**	**	**
	Weighted counts						
	Column Comparisons						
I can't remember	% within column	**	**	**	**	**	**
	Weighted counts						
	Column Comparisons						
Effective Column n	% within column						
	Weighted counts	5	1	0	17	4	0
Unweighted base	Column Comparisons						
	Weighted counts	7	1	0	23	6	0
Weighted base		4	1	0	30	7	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Citipost in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

Q14_2: Did you make a complaint about the problems you experienced with the services from... Collect +		Demographics																				
		Method- ology	Quarter				Gender		Age					SEG				Working status		UK nati- on		
		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	46%	**	43%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	23		20																		
	Column Comparisons	-		-																		
No	% within column	47%	**	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	24		24																		
	Column Comparisons	-		-																		
I can't remember	% within column	7%	**	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts	3		3																		
	Column Comparisons	-		-																		
Effective Column n	% within column																					
	Weighted counts	37	1	35	8	9	9	11	10	27	9	21	7	1	0	10	7	10	10	22	15	23
	Column Comparisons																					
Unweighted base		56	2	54	12	13	14	17	15	41	13	32	10	1	0	15	11	15	15	33	23	35
Weighted base		51	3	47	9	14	14	13	13	38	14	26	9	1	0	13	11	15	11	28	22	42
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Collect+ in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_2: Did you make a complaint about the problems you experienced with the services from... Collect +		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
		**	**	**	**	**	**
Yes	% within column						
	Weighted counts						
	Column Comparisons						
No	% within column	**	**	**	**	**	**
	Weighted counts						
	Column Comparisons						
I can't remember	% within column	**	**	**	**	**	**
	Weighted counts						
	Column Comparisons						
Effective Column n	% within column						
	Weighted counts	3	5	5	24	13	0
	Column Comparisons						
Unweighted base		5	8	8	36	20	0
Weighted base		4	3	2	36	14	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Collect+ in the previous year
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nati-on	
Q14_3: Did you make a complaint about the problems you experienced with the services from... DHL		Total	CAPI	Onli-ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and
Yes	% within column	37%	**	36%	**	**	**	**	35%	40%	**	39%	**	**	**	**	**	**	**	40%	**	39%
	Weighted counts	36		28					20	16		18								23		29
	Column Comparisons	-																				
No	% within column	50%	**	51%	**	**	**	**	47%	53%	**	56%	**	**	**	**	**	**	**	47%	**	48%
	Weighted counts	48		39					27	21		26								27		36
	Column Comparisons	-																				
I can't remember	% within column	13%	**	13%	**	**	**	**	17%	7%	**	5%	**	**	**	**	**	**	**	13%	**	14%
	Weighted counts	13		10					10	3		2								7		10
	Column Comparisons	-																				
Effective Column n	% within column																					
	Weighted counts	82	11	71	17	18	24	23	43	40	12	40	22	5	3	28	25	18	11	50	32	46
	Column Comparisons																					
Unweighted base		110	15	95	23	24	32	31	57	53	16	53	30	7	4	37	34	24	15	67	43	61
Weighted base		97	19	77	21	21	30	25	57	40	16	46	22	6	6	35	29	20	12	57	39	75
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with DHL in the previous year
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_3: Did you make a complaint about the problems you experienced with the services from... DHL		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
Yes	% within column	**	**	**	35%	**	**
	Weighted counts				24		
	Column Comparisons						
	% within column	**	**	**	51%	**	**
No	Weighted counts				35		
	Column Comparisons						
	% within column	**	**	**	14%	**	**
	Weighted counts				9		
I can't remember	Column Comparisons						
	% within column						
	Weighted counts	17	10	10	55	28	0
	Column Comparisons						
Effective Column n							
Unweighted base		23	13	13	73	37	0
Weighted base		13	6	3	68	29	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with DHL in the previous year
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_4: Did you make a complaint about the problems you experienced with the services from... FedEx		Total	CAPI	Onli-ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and
Yes	% within column	50%	**	46%	**	**	**	**	46%	**	**	**	**	**	**	**	**	**	**	48%	**	52%
	Weighted counts	43		31					23											28		38
	Column Comparisons	-																				
No	% within column	41%	**	42%	**	**	**	**	39%	**	**	**	**	**	**	**	**	**	**	40%	**	40%
	Weighted counts	34		28					20											23		29
	Column Comparisons	-																				
I can't remember	% within column	9%	**	12%	**	**	**	**	15%	**	**	**	**	**	**	**	**	**	**	12%	**	8%
	Weighted counts	8		8					8											7		6
	Column Comparisons	-																				
Effective Column n	% within column																					
	Weighted counts	54	6	48	13	14	14	14	34	20	14	24	11	3	2	21	17	11	5	36	16	36
	Column Comparisons																					
Unweighted base		79	9	70	19	20	20	20	50	29	21	35	16	4	3	30	25	16	8	53	24	53
Weighted base		85	18	67	16	25	21	22	50	35	24	38	12	7	5	39	22	15	9	58	24	74
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with FedEx in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_4: Did you make a complaint about the problems you experienced with the services from... FedEx		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
		**	**	**	54%	**	**
Yes	<i>% within column</i>						
	<i>Weighted counts</i>				35		
	<i>Column Comparisons</i>						
No	<i>% within column</i>	**	**	**	38%	**	**
	<i>Weighted counts</i>				25		
	<i>Column Comparisons</i>						
I can't remember	<i>% within column</i>	**	**	**	8%	**	**
	<i>Weighted counts</i>				5		
	<i>Column Comparisons</i>						
Effective Column n	<i>% within column</i>						
	<i>Weighted counts</i>	6	6	5	36	18	0
	<i>Column Comparisons</i>						
	<i>% within column</i>						
Unweighted base		9	9	8	53	26	0
Weighted base		5	4	2	65	20	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with FedEx in the previous year
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nati-on	
Q14_5: Did you make a complaint about the problems you experienced with the services from... Hermes		Total	CAPI	Onli-ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and
Yes	% within column	52%	47%	53%	48%	53%	51%	55%	49%	54%	42%	49%	59%	**	**	50%	57%	53%	47%	51%	53%	53%
	Weighted counts	199	43	155	43	47	45	64	81	118	28	84	66			52	57	42	48	108	91	165
	Column Comparisons	-																				
No	% within column	45%	53%	42%	51%	40%	46%	42%	48%	42%	53%	47%	37%	**	**	46%	41%	45%	47%	44%	45%	44%
	Weighted counts	171	48	123	46	36	40	49	78	93	35	80	42			47	40	35	48	94	78	137
	Column Comparisons	-																				
I can't remember	% within column	3%	0%	5%	1%	7%	3%	3%	3%	4%	5%	3%	4%	**	**	4%	2%	1%	6%	5%	2%	3%
	Weighted counts	13	0	13	1	6	2	4	6	8	3	6	4			4	2	1	6	10	3	9
	Column Comparisons	-																				
Effective Column n	% within column																					
	Weighted counts	317	48	269	71	71	79	97	127	190	56	141	95	16	8	82	89	59	87	178	139	190
	Column Comparisons																					
Unweighted base		427	65	362	95	96	106	130	171	256	76	190	128	22	11	111	120	79	117	239	187	256
Weighted base		383	91	291	90	88	87	117	164	218	67	170	112	25	9	103	99	78	103	212	171	310
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Hermes in the previous year
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_5: Did you make a complaint about the problems you experienced with the services from... Hermes		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
Yes	<i>% within column</i>	46%	**	**	51%	54%	**
	<i>Weighted counts</i>	20			127	71	
	<i>Column Comparisons</i>						
No	<i>% within column</i>	48%	**	**	46%	42%	**
	<i>Weighted counts</i>	21			115	56	
	<i>Column Comparisons</i>						
I can't remember	<i>% within column</i>	6%	**	**	3%	4%	**
	<i>Weighted counts</i>	3			8	5	
	<i>Column Comparisons</i>						
Effective Column n	<i>% within column</i>						
	<i>Weighted counts</i>	56	36	34	193	124	0
	<i>Column Comparisons</i>						
Unweighted base		76	49	46	260	167	0
Weighted base		44	19	10	251	132	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Hermes in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_6: Did you make a complaint about the problems you experienced with the services from... Interlink		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	% within column																					
	Weighted counts	22	6	17	6	7	3	6	15	7	3	13	4	2	0	6	8	6	2	18	4	15
Unweighted base	Column Comparisons																					
	Weighted counts	28	7	21	8	9	4	7	19	9	4	17	5	2	0	7	10	8	3	23	5	19
Weighted base	Column Comparisons																					
	Weighted counts	30	9	21	7	12	4	6	20	10	4	21	3	1	0	8	10	8	3	26	4	26
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Interlink in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_6: Did you make a complaint about the problems you experienced with the services from... Interlink		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
		**	**	**	**	**	**
Yes	<i>% within column</i>						
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
No	<i>% within column</i>	**	**	**	**	**	**
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
I can't remember	<i>% within column</i>	**	**	**	**	**	**
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
Effective Column n	<i>% within column</i>						
	<i>Weighted counts</i>	2	4	2	15	7	0
	<i>Column Comparisons</i>						
Unweighted base		2	5	2	19	9	0
Weighted base		1	2	0	23	6	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Interlink in the previous year
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_7: Did you make a complaint about the problems you experienced with the services from... DPD		Total	CAPI	Onli-ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and
Yes	% within column	52%	**	51%	**	**	**	**	53%	52%	**	47%	**	**	**	**	**	**	**	48%	61%	55%
	Weighted counts	73		53					39	34		28								39	35	61
	Column Comparisons	-																				
No	% within column	43%	**	43%	**	**	**	**	45%	40%	**	50%	**	**	**	**	**	**	**	47%	34%	41%
	Weighted counts	60		45					34	26		29								39	19	45
	Column Comparisons	-																				
I can't remember	% within column	5%	**	6%	**	**	**	**	3%	7%	**	3%	**	**	**	**	**	**	**	5%	5%	4%
	Weighted counts	7		6					2	5		2								4	3	4
	Column Comparisons	-																				
Effective Column n	% within column																					
	Weighted counts	105	20	85	18	27	27	32	56	49	20	50	32	2	1	25	31	23	26	68	37	58
	Column Comparisons																					
Unweighted base		149	28	121	26	39	39	45	79	70	28	71	45	3	2	36	44	32	37	96	52	83
Weighted base		140	36	104	26	31	37	46	75	65	28	59	46	3	5	38	35	31	35	82	57	111
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with DPD in the previous year
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_7: Did you make a complaint about the problems you experienced with the services from... DPD		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
Yes	<i>% within column</i>	**	**	**	59%	**	**
	<i>Weighted counts</i>				58		
	<i>Column Comparisons</i>				b		
	<i>% within column</i>	**	**	**	39%	**	**
No	<i>Weighted counts</i>				38		
	<i>Column Comparisons</i>						
	<i>% within column</i>	**	**	**	3%	**	**
	<i>Weighted counts</i>				3		
I can't remember	<i>Column Comparisons</i>						
	<i>% within column</i>						
	<i>Weighted counts</i>	20	13	13	71	34	0
	<i>Column Comparisons</i>						
Effective Column n							
Unweighted base		29	19	18	101	48	0
Weighted base		17	8	4	99	41	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with DPD in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																					
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation		
Q14_8: Did you make a complaint about the problems you experienced with the services from... Parcelforce		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and	
Yes	% within column	32%	**	28%	**	**	**	**	34%	30%	**	32%	37%	**	**	**	**	**	**	**	33%	31%	34%
	Weighted counts	41		26					21	20		16	17							28	13	36	
	Column Comparisons	-																					
No	% within column	61%	**	62%	**	**	**	**	60%	61%	**	61%	58%	**	**	**	**	**	**	**	60%	62%	59%
	Weighted counts	77		56					37	40		31	27							51	26	62	
	Column Comparisons	-																					
I can't remember	% within column	7%	**	10%	**	**	**	**	6%	8%	**	7%	5%	**	**	**	**	**	**	7%	7%	7%	
	Weighted counts	9		9					4	6		3	2							6	3	7	
	Column Comparisons	-																					
Effective Column n	% within column																						
	Weighted counts	97	17	80	26	25	19	27	49	48	14	37	37	6	4	25	22	29	20	57	39	58	
	Column Comparisons																						
Unweighted base		135	24	111	36	35	26	38	68	67	19	51	51	9	5	35	31	41	28	80	55	81	
Weighted base		127	35	91	29	35	23	41	61	66	16	50	47	8	6	35	29	39	24	85	42	105	
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Parcelforce in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_8: Did you make a complaint about the problems you experienced with the services from... Parcelforce		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
		**	**	**	31%	**	**
Yes	<i>% within column</i>						
	<i>Weighted counts</i>				27		
	<i>Column Comparisons</i>						
No	<i>% within column</i>	**	**	**	60%	**	**
	<i>Weighted counts</i>				53		
	<i>Column Comparisons</i>						
I can't remember	<i>% within column</i>	**	**	**	8%	**	**
	<i>Weighted counts</i>				7		
	<i>Column Comparisons</i>						
Effective Column n	<i>% within column</i>						
	<i>Weighted counts</i>	14	9	15	63	34	0
	<i>Column Comparisons</i>						
Unweighted base		20	13	21	88	47	0
Weighted base		12	5	4	88	39	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Parcelforce in the previous year
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_9: Did you make a complaint about the problems you experienced with the services from... TNT Express		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	Weighted counts																					
	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
I can't remember	Column Comparisons																					
	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	Weighted counts	16	3	13	4	5	3	5	9	7	4	7	5	0	0	5	4	5	3	10	6	9
	Column Comparisons																					
Unweighted base		21	4	17	5	6	4	6	12	9	5	9	7	0	0	6	5	6	4	13	8	12
Weighted base		19	3	16	5	7	3	4	9	9	5	9	5	0	0	6	5	5	3	12	7	15
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with TNT Express in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_9: Did you make a complaint about the problems you experienced with the services from... TNT Express		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
		**	**	**	**	**	**
Yes	% within column						
	Weighted counts						
	Column Comparisons						
No	% within column	**	**	**	**	**	**
	Weighted counts						
	Column Comparisons						
I can't remember	% within column	**	**	**	**	**	**
	Weighted counts						
	Column Comparisons						
Effective Column n	% within column						
	Weighted counts	2	4	2	12	5	0
Unweighted base	Column Comparisons						
	Weighted counts	2	5	2	15	6	0
Weighted base		1	2	0	14	4	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with TNT Express in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
QI4_10: Did you make a complaint about the problems you experienced with the services from... TNT Post UK		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	Weighted counts	7	1	7	2	2	0	3	4	3	4	1	2	0	0	2	2	2	1	3	4	4
	Column Comparisons																					
Unweighted base		10	1	9	3	3	0	4	6	4	5	2	3	0	0	3	3	3	1	4	6	6
Weighted base		10	1	8	3	4	0	3	6	3	6	3	1	0	0	4	3	2	0	4	6	9
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with TNT Post UK in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_10: Did you make a complaint about the problems you experienced with the services from... TNT Post UK		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Unkn- own	
		**	**	**	**	**	**
Yes	<i>% within column</i>						
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
No	<i>% within column</i>	**	**	**	**	**	**
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
I can't remember	<i>% within column</i>	**	**	**	**	**	**
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
Effective Column n	<i>% within column</i>						
	<i>Weighted counts</i>	1	1	1	5	2	0
	<i>Column Comparisons</i>						
Unweighted base		1	1	2	7	3	0
Weighted base		0	0	0	8	2	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with TNT Post UK in the previous year
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
QI4_11: Did you make a complaint about the problems you experienced with the services from... UPS		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	% within column																					
	Weighted counts	38	8	30	8	9	7	14	23	15	9	12	12	4	1	11	15	9	4	20	18	25
Unweighted base	Column Comparisons																					
	Weighted counts	49	10	39	10	12	9	18	30	19	12	15	16	5	1	14	19	11	5	26	23	32
Weighted base	Column Comparisons																					
	Weighted counts	47	13	34	9	12	10	15	26	21	14	12	14	6	1	14	19	8	6	22	25	40
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with UPS in the previous year
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_11: Did you make a complaint about the problems you experienced with the services from... UPS		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
		**	**	**	**	**	**
Yes	<i>% within column</i>						
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
No	<i>% within column</i>	**	**	**	**	**	**
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
I can't remember	<i>% within column</i>	**	**	**	**	**	**
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
Effective Column n	<i>% within column</i>						
	<i>Weighted counts</i>	3	5	5	29	9	0
	<i>Column Comparisons</i>						
Unweighted base		4	6	7	37	12	0
Weighted base		2	3	2	37	10	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with UPS in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
QI4_12: Did you make a complaint about the problems you experienced with the services from... UK Mail		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	% within column																					
	Weighted counts	32	5	27	6	5	10	10	14	17	6	14	8	3	1	6	10	7	9	17	14	19
	Column Comparisons																					
Unweighted base		49	8	41	9	8	16	16	22	27	10	21	12	4	2	9	15	11	14	27	22	30
Weighted base		50	8	42	8	9	20	13	23	27	10	15	18	5	2	5	17	13	14	25	25	41
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with UK Mail in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_12: Did you make a complaint about the problems you experienced with the services from... UK Mail		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Unkn- own	
		**	**	**	**	**	**
Yes	% within column						
	Weighted counts						
	Column Comparisons						
No	% within column	**	**	**	**	**	**
	Weighted counts						
	Column Comparisons						
I can't remember	% within column	**	**	**	**	**	**
	Weighted counts						
	Column Comparisons						
Effective Column n	% within column						
	Weighted counts	4	5	4	19	12	0
Unweighted base	Column Comparisons						
	Weighted counts	6	7	6	30	19	0
Weighted base	Column Comparisons						
	Weighted counts	4	3	1	31	18	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with UK Mail in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_13: Did you make a complaint about the problems you experienced with the services from... DX		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	% within column																					
	Weighted counts	11	3	8	3	1	5	2	2	8	2	8	1	1	0	2	5	2	1	8	2	6
	Column Comparisons																					
Unweighted base		14	4	10	4	1	7	2	3	11	2	10	1	1	0	3	7	3	1	11	3	8
Weighted base		13	6	7	4	1	6	2	3	10	3	8	0	2	0	2	7	3	1	11	2	10
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with DX in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_13: Did you make a complaint about the problems you experienced with the services from... DX		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
		**	**	**	**	**	**
Yes	<i>% within column</i>						
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
No	<i>% within column</i>	**	**	**	**	**	**
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
I can't remember	<i>% within column</i>	**	**	**	**	**	**
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
Effective Column n	<i>% within column</i>						
	<i>Weighted counts</i>	1	3	1	6	5	0
Unweighted base	<i>Column Comparisons</i>						
	<i>Weighted counts</i>	1	4	1	8	6	0
Weighted base	<i>Column Comparisons</i>						
	<i>Weighted counts</i>	1	2	0	8	5	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with DX in the previous year
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_14: Did you make a complaint about the problems you experienced with the services from... Yodel		Total	CAPI	Onli-ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and
Yes	% within column	57%	**	57%	53%	61%	54%	62%	58%	57%	**	56%	53%	**	**	61%	58%	55%	55%	57%	58%	58%
	Weighted counts	167		136	38	36	44	49	81	86		72	48			47	43	41	37	92	75	144
	Column Comparisons	-																				
No	% within column	38%	**	38%	39%	37%	41%	34%	37%	38%	**	39%	40%	**	**	36%	38%	41%	37%	39%	36%	37%
	Weighted counts	110		91	28	22	34	26	52	58		50	36			27	28	30	25	63	47	92
	Column Comparisons	-																				
I can't remember	% within column	5%	**	4%	7%	3%	5%	4%	5%	5%	**	4%	7%	**	**	3%	5%	4%	8%	4%	6%	4%
	Weighted counts	14		10	5	2	4	3	7	8		5	7			2	4	3	5	7	7	10
	Column Comparisons	-																				
Effective Column n	% within column																					
	Weighted counts	240	32	208	59	48	67	66	113	126	30	105	74	21	9	63	66	54	57	129	110	156
	Column Comparisons																					
Unweighted base		309	41	268	76	62	86	85	146	163	39	136	96	27	11	81	85	69	74	166	142	201
Weighted base		292	55	237	72	59	82	79	140	152	40	128	91	23	10	77	75	74	67	162	129	247
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Yodel in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p <= 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_14: Did you make a complaint about the problems you experienced with the services from... Yodel		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
		**	**	**	58%	56%	**
Yes	<i>% within column</i>						
	<i>Weighted counts</i>				126	41	
	<i>Column Comparisons</i>						
No	<i>% within column</i>	**	**	**	37%	41%	**
	<i>Weighted counts</i>				80	30	
	<i>Column Comparisons</i>						
I can't remember	<i>% within column</i>	**	**	**	5%	4%	**
	<i>Weighted counts</i>				12	3	
	<i>Column Comparisons</i>						
Effective Column n	<i>% within column</i>						
	<i>Weighted counts</i>	30	29	24	163	77	0
	<i>Column Comparisons</i>						
	<i>% within column</i>						
Unweighted base		39	38	31	210	99	0
Weighted base		23	15	7	218	74	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Yodel in the previous year
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																			UK nation	
		Method-ology		Quarter				Gender		Age					SEG				Working status			
Q14_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics		Total	CAPI	Onli-ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem-ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work-ing	Not work-ing	NET: Engl-and
Yes	% within column	61%	**	65%	**	**	**	**	65%	58%	**	57%	**	**	**	**	**	**	**	66%	54%	63%
	Weighted counts	86		73					37	49		36								53	32	72
	Column Comparisons	-																				
No	% within column	30%	**	31%	**	**	**	**	27%	32%	**	35%	**	**	**	**	**	**	**	24%	39%	29%
	Weighted counts	43		35					16	27		23								19	24	33
	Column Comparisons	-																				
I can't remember	% within column	9%	**	5%	**	**	**	**	8%	10%	**	8%	**	**	**	**	**	**	**	11%	7%	7%
	Weighted counts	13		5					4	8		5								9	4	8
	Column Comparisons	-																				
Effective Column n	% within column																					
	Weighted counts	116	15	101	36	22	30	29	46	70	22	50	36	5	2	31	32	25	28	61	54	73
	Column Comparisons																					
Unweighted base		150	20	130	46	28	39	37	60	90	29	65	47	7	2	40	42	32	36	79	70	94
Weighted base		141	29	113	45	29	36	32	57	84	26	64	46	4	2	40	38	26	37	81	60	113
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Amazon Logistics in the previous year
 Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
		**	**	**	60%	**	**
Yes	<i>% within column</i>						
	<i>Weighted counts</i>				62		
	<i>Column Comparisons</i>						
No	<i>% within column</i>	**	**	**	29%	**	**
	<i>Weighted counts</i>				31		
	<i>Column Comparisons</i>						
I can't remember	<i>% within column</i>	**	**	**	11%	**	**
	<i>Weighted counts</i>				12		
	<i>Column Comparisons</i>						
Effective Column n	<i>% within column</i>						
	<i>Weighted counts</i>	23	15	5	80	36	0
	<i>Column Comparisons</i>						
Unweighted base		30	20	6	104	46	0
Weighted base		19	8	1	105	37	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with Amazon Logistics in the previous year
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics																				
		Method-ology		Quarter				Gender		Age					SEG				Working status		UK nation	
Q14_16: Did you make a complaint about the problems you experienced with the services from... Other		Total	CAPI	Onli- ne	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Fem- ale	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	C1	C2	DE	Work- ing	Not work- ing	NET: Engl- and
Yes	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
No	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
I can't remember	% within column	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	Weighted counts																					
	Column Comparisons																					
Effective Column n	% within column																					
	Weighted counts	5	2	2	1	2	1	2	2	2	0	2	1	0	2	2	2	1	1	2	2	2
	Column Comparisons																					
Unweighted base		6	3	3	1	2	1	2	3	3	0	3	1	0	2	2	2	1	1	2	3	3
Weighted base		7	4	2	1	3	0	2	2	4	0	3	1	0	3	2	1	2	1	1	4	5
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	B	C	D	A	B	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with any postal services provider not mentioned in the previous year

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics					
		UK nation			Rurality		
Q14_16: Did you make a complaint about the problems you experienced with the services from... Other		NET: Scotl- and	Wal- es	N. Irel- and	Urb- an	Rural	Unkn- own
		**	**	**	**	**	**
Yes	<i>% within column</i>						
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
No	<i>% within column</i>	**	**	**	**	**	**
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
I can't remember	<i>% within column</i>	**	**	**	**	**	**
	<i>Weighted counts</i>						
	<i>Column Comparisons</i>						
Effective Column n	<i>% within column</i>						
	<i>Weighted counts</i>	2	0	1	4	1	0
Unweighted base	<i>Column Comparisons</i>						
	<i>Weighted counts</i>	2	0	1	5	1	0
Weighted base	<i>Column Comparisons</i>						
	<i>Weighted counts</i>	1	0	0	7	0	0
Columns		B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who experienced problems with any postal services provider not mentioned in the previous year

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Section J: Demographics

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics												
			Methodology		Quarter				Gender		Age				
			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	
QJ1: Working status			% within column	36%	41%	34%	36%	36%	36%	37%	47%	25%	29%	56%	41%
Working full time (30hrs+ per week)			Weighted counts	2,131	793	1,339	533	523	511	564	1,379	752	237	1,104	758
			Column Comparisons	-	B					B		D E	A C D E	A D E	
			% within column	15%	14%	15%	15%	15%	16%	14%	10%	20%	18%	18%	17%
Working part time (8-29hrs per week)			Weighted counts	866	270	596	218	216	223	210	277	589	147	347	324
			Column Comparisons	-							A	D E	D E	D E	
			% within column	23%	23%	23%	25%	21%	22%	23%	24%	22%	1%	0%	13%
Not working (less than 8hrs per week) – retired			Weighted counts	1,340	445	895	373	309	310	348	683	656	6	9	243
			Column Comparisons	-											A B
			% within column	4%	4%	4%	3%	4%	3%	4%	4%	3%	7%	4%	4%
Not working (less than 8hrs per week) – unemployed/ looking for work			Weighted counts	220	72	147	51	61	47	61	123	97	54	83	81
			Column Comparisons	-								D E	D E	D E	
			% within column	5%	6%	5%	5%	6%	5%	6%	6%	5%	34%	1%	0%
Not working (less than 8hrs per week) – student			Weighted counts	320	110	210	74	87	65	94	170	149	285	29	5
			Column Comparisons	-								B C D E	c d e		
			% within column	9%	8%	10%	9%	9%	11%	8%	2%	16%	6%	12%	11%
Not working (less than 8hrs per week) – housewife/ househusband			Weighted counts	541	159	382	133	130	150	127	50	490	51	237	200
			Column Comparisons	-							A		A D E	a D E	
			% within column	8%	5%	9%	7%	9%	7%	8%	7%	8%	4%	7%	13%
Not working (less than 8hrs per week) – unable to work due to disability/other			Weighted counts	454	99	355	97	127	107	123	201	253	37	133	237
			Column Comparisons	-		A							d	A B D E	
			% within column	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	0%
I don't know			Weighted counts	38	6	33	5	11	13	9	22	17	11	14	6
			Column Comparisons	-		a									
			% within column	51%	54%	49%	51%	50%	51%	50%	57%	45%	46%	74%	58%
NET: Working			Weighted counts	2,997	1,063	1,935	751	739	733	774	1,656	1,341	384	1,451	1,082
			Column Comparisons	-	B					B		D E	A C D E	A D E	
			% within column	49%	45%	50%	49%	49%	48%	49%	42%	55%	52%	25%	41%
NET: Not working			Weighted counts	2,874	885	1,989	728	715	679	752	1,228	1,646	432	490	765
			Column Comparisons	-		a					A	B C		B	
			% within column												
Effective Column n			Weighted counts	4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307
			Column Comparisons												
Unweighted base				5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		Age		SEG				Working status		UK nation			
		65-74 years	75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland
QJ1: Working status	% within column	3%	2%	42%	40%	42%	21%	71%	0%	36%	38%	35%	38%
Working full time (30hrs+ per week)	Weighted counts	21	10	563	686	550	332	2,131	0	1,779	180	104	68
	Column Comparisons			D	D	D		B					
	% within column	4%	3%	14%	14%	17%	15%	29%	0%	15%	16%	14%	14%
Working part time (8-29hrs per week)	Weighted counts	28	21	184	233	217	232	866	0	724	74	43	25
	Column Comparisons							B					
	% within column	84%	86%	29%	27%	20%	15%	0%	47%	23%	21%	21%	17%
Not working (less than 8hrs per week) – retired	Weighted counts	576	506	392	462	260	226	0	1,340	1,149	100	61	30
	Column Comparisons	A B C	A B C	C D	C D	d			A				
	% within column	0%	0%	2%	2%	2%	9%	0%	8%	4%	4%	4%	5%
Not working (less than 8hrs per week) – unemployed/ looking for work	Weighted counts	2	0	22	30	25	143	0	220	179	20	12	9
	Column Comparisons						A B C		A				
	% within column	0%	0%	5%	9%	4%	3%	0%	11%	5%	5%	6%	5%
Not working (less than 8hrs per week) – student	Weighted counts	1	0	71	147	50	51	0	320	272	21	17	10
	Column Comparisons			d	a C D				A				
	% within column	5%	4%	5%	5%	11%	16%	0%	19%	9%	9%	10%	12%
Not working (less than 8hrs per week) – housewife/ househusband	Weighted counts	31	22	70	79	146	246	0	541	448	42	29	22
	Column Comparisons					A B	A B c		A				
	% within column	4%	4%	2%	3%	4%	20%	0%	16%	8%	6%	10%	9%
Not working (less than 8hrs per week) – unable to work due to disability/other	Weighted counts	25	23	32	59	51	311	0	454	381	28	29	16
	Column Comparisons						A B C		A				
	% within column	0%	1%	1%	1%	1%	0%	0%	0%	1%	1%	1%	0%
I don't know	Weighted counts	1	7	11	12	10	4	0	0	33	2	2	1
	Column Comparisons							-	-				
	% within column	7%	5%	56%	54%	59%	36%	100%	0%	50%	54%	49%	52%
NET: Working	Weighted counts	49	31	747	920	767	563	2,997	0	2,504	254	147	93
	Column Comparisons			D	D	b D		B					
	% within column	93%	94%	44%	45%	41%	63%	0%	100%	49%	45%	50%	48%
NET: Not working	Weighted counts	635	551	588	777	533	977	0	2,874	2,429	211	147	86
	Column Comparisons	A B C	A B C		c		A B C		A				
	% within column												
Effective Column n	Weighted counts	479	367	978	1,245	850	1,056	2,085	2,022	2,593	533	502	501
	Column Comparisons												

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics		
		Rurality		
		Urban	Rural	Unkn-own
QJ1: Working status				
	% within column	40%	26%	**
Working full time (30hrs+ per week)	Weighted counts	1,710	419	
	Column Comparisons	B		
	% within column	14%	16%	**
Working part time (8-29hrs per week)	Weighted counts	604	262	
	Column Comparisons			
	% within column	20%	30%	**
Not working (less than 8hrs per week) – retired	Weighted counts	866	472	
	Column Comparisons		A	
	% within column	4%	3%	**
Not working (less than 8hrs per week) – unemployed/ looking for work	Weighted counts	166	54	
	Column Comparisons			
	% within column	6%	4%	**
Not working (less than 8hrs per week) – student	Weighted counts	256	61	
	Column Comparisons	b		
	% within column	8%	11%	**
Not working (less than 8hrs per week) – housewife/ househusband	Weighted counts	361	177	
	Column Comparisons		a	
	% within column	7%	9%	**
Not working (less than 8hrs per week) – unable to work due to disability/other	Weighted counts	311	137	
	Column Comparisons			
	% within column	1%	0%	**
I don't know	Weighted counts	30	7	
	Column Comparisons			
	% within column	54%	43%	**
NET: Working	Weighted counts	2,314	681	
	Column Comparisons	B c	c	
	% within column	46%	57%	**
NET: Not working	Weighted counts	1,960	901	
	Column Comparisons		A	
	% within column			
Effective Column n	Weighted counts	2,862	1,258	9
	Column Comparisons			

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f, g, h, i, j, k, l, m, n, o, p, q, r, s, t, u, v, w, x, y, z, A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QJ1: Working status	Demographics											
	Methodology			Quarter				Gender		Age		
	Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years
Unweighted base	5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828
Weighted base	5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854
Columns	A	A	B	A	B	C	D	A	B	A	B	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 4 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QJ1: Working status	Demographics											
	Age		SEG			Working status			UK nation			
	65-74	75+	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland
	years	years										
Unweighted base	670	513	1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701
Weighted base	684	589	1,346	1,709	1,310	1,544	2,997	2,874	4,966	467	296	180
Columns	D	E	A	B	C	D	A	B	A	B	C	D

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QJ1: Working status	Demographics		
	Rurality		
	Urban	Rural	Unkn-own
Unweighted base	4,004	1,760	12
Weighted base	4,304	1,589	16
Columns	A	B	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents
Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QJ2: Internet usage														
I have internet access at home, and I personally use it	% within column	94%	85%	98%	93%	92%	95%	95%	94%	93%	96%	97%	97%	86%
	Weighted counts	5,533	1,663	3,870	1,383	1,343	1,351	1,456	2,735	2,798	794	1,894	1,792	588
	Column Comparisons	-		A			b	b			D E	D E	D E	e
I have internet access at home, but I don't personally use it	% within column	2%	5%	1%	2%	2%	2%	3%	3%	2%	2%	2%	2%	6%
	Weighted counts	142	101	40	29	35	34	44	73	69	15	33	28	41
	Column Comparisons	-	B											A B C
I don't have internet access at home, but I use it elsewhere	% within column	1%	1%	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	0%
	Weighted counts	49	20	28	7	16	19	6	28	21	9	13	22	3
	Column Comparisons	-												
I don't have access to the internet	% within column	3%	8%	0%	4%	5%	1%	2%	2%	4%	0%	0%	1%	7%
	Weighted counts	169	165	4	58	66	21	25	59	110	2	7	11	51
	Column Comparisons	-	B		c d	C D			a					A B C
I don't know	% within column	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	Weighted counts	17	4	13	7	5	1	4	11	7	7	9	0	2
	Column Comparisons	-									c			
NET: Internet user	% within column	94%	86%	99%	94%	93%	96%	95%	95%	94%	97%	98%	98%	86%
	Weighted counts	5,582	1,683	3,899	1,390	1,359	1,370	1,463	2,763	2,819	803	1,907	1,814	591
	Column Comparisons	-		A			a b	b			D E	D E	D E	e
NET: Internet non-user	% within column	5%	14%	1%	6%	7%	4%	4%	5%	6%	2%	2%	2%	13%
	Weighted counts	310	266	44	87	101	54	68	132	178	17	40	40	91
	Column Comparisons	-	B			c d			a					A B C
Effective Column n														
Unweighted base		4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307	479
Weighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670
Columns		5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684
		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QJ2: Internet usage	% within column	79%	97%	95%	94%	89%	98%	90%	94%	93%	91%	95%	93%	95%
	Weighted counts	465	1,304	1,622	1,226	1,381	2,923	2,580	4,659	435	269	171	4,005	1,514
	Column Comparisons		b c D	D	d		B							a
I have internet access at home, and I personally use it	% within column	4%	1%	2%	2%	4%	1%	4%	3%	2%	1%	1%	3%	2%
	Weighted counts	24	20	35	28	59	37	104	126	8	4	2	110	30
	Column Comparisons		b c			a b		A						
I have internet access at home, but I don't personally use it	% within column	0%	0%	1%	0%	2%	1%	1%	1%	1%	3%	0%	1%	0%
	Weighted counts	2	3	12	6	28	22	25	35	6	8	0	42	7
	Column Comparisons					A b c					a d			
I don't have internet access at home, but I use it elsewhere	% within column	17%	1%	2%	4%	5%	0%	6%	3%	4%	5%	4%	3%	2%
	Weighted counts	98	18	34	46	71	10	159	130	18	14	7	134	35
	Column Comparisons		A B C D		a b	A B		A						
I don't have access to the internet	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Weighted counts	0	2	6	3	6	6	5	15	1	1	0	12	4
	Column Comparisons													
I don't know	% within column	79%	97%	96%	94%	91%	98%	91%	95%	94%	93%	95%	94%	96%
	Weighted counts	466	1,307	1,634	1,232	1,409	2,945	2,605	4,694	440	276	171	4,047	1,521
	Column Comparisons		c D	D	d		B							
NET: Internet user	% within column	21%	3%	4%	6%	8%	2%	9%	5%	6%	6%	5%	6%	4%
	Weighted counts	123	37	68	75	130	47	264	257	26	19	9	245	64
	Column Comparisons		A B C d		a	A B c		A						
NET: Internet non-user	% within column													
	Weighted counts	367	978	1,245	850	1,056	2,085	2,022	2,593	533	502	501	2,862	1,258
	Column Comparisons													
Effective Column n														
Unweighted base		513	1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760
Weighted base		589	1,346	1,709	1,310	1,544	2,997	2,874	4,966	467	296	180	4,304	1,589
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QJ2: Internet usage		**
	% within column	
I have internet access at home, and I personally use it	Weighted counts	
	Column Comparisons	
	% within column	**
I have internet access at home, but I don't personally use it	Weighted counts	
	Column Comparisons	
	% within column	**
I don't have internet access at home, but I use it elsewhere	Weighted counts	
	Column Comparisons	
	% within column	**
I don't have access to the internet	Weighted counts	
	Column Comparisons	
	% within column	**
I don't know	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Internet user	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Internet non-user	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	9
	Column Comparisons	
Unweighted base		12
Weighted base		16
Columns		C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QJ3: Number of adults and children in household		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Adults	Average	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.2	2.1	2.9	2.1	2.0	1.8	1.6	2.2
	Column Comparisons	-							B		B C D E	D E	D E	E		D
Children	Average	.6	.7	.6	.6	.6	.6	.6	.5	.7	.6	1.2	.4	.0	.0	.6
	Column Comparisons	-	B							A	C D E	A C D E	D E			b
SUM	Average	2.7	2.8	2.7	2.7	2.7	2.8	2.7	2.7	2.7	3.5	3.3	2.4	1.8	1.7	2.8
	Column Comparisons	-	b								b C D E	C D E	D E	E		b d
Effective Column n	Average		1,314.0	2,815.4	1,037.2	1,021.7	1,001.9	1,078.3	1,987.0	2,142.9	574.9	1,401.9	1,308.9	479.2	368.0	978.0
	Column Comparisons															
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670	513	1,368
Weighted base		5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684	589	1,346
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation			Rurality			
QJ3: Number of adults and children in household		C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn-own
Adults	Average	2.1	2.3	2.0	2.2	2.1	2.1	2.0	2.1	2.1	2.1	2.1	**
	Column Comparisons	D	a b D		B								
Children	Average	.5	.7	.6	.8	.4	.6	.6	.6	.6	.6	.5	**
	Column Comparisons		B	B	B						B		
SUM	Average	2.6	3.0	2.6	2.9	2.5	2.7	2.6	2.8	2.7	2.8	2.6	**
	Column Comparisons		a B D		B						B		
Effective Column n	Average	1,246.4	850.9	1,056.0	2,084.6	2,021.7	2,986.5	553.0	535.4	547.3	2,870.8	1,262.0	8.6
	Column Comparisons												
Unweighted base		1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760	12
Weighted base		1,709	1,310	1,544	2,997	2,874	4,966	467	296	180	4,304	1,589	16
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

			Demographics												
			Methodology			Quarter				Gender		Age			
QJ4: Which of these, if any, limit your daily activities or the work you can do?			Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
Difficulty in speaking or communicating	% within column	1%	0%	2%	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	
	Weighted counts	75	11	64	14	17	26	18	41	34	20	32	17	5	
	Column Comparisons	-		A							c e				
Cannot walk very far or manage the stairs or can only do so with difficulty	% within column	8%	6%	9%	7%	8%	8%	8%	7%	9%	1%	3%	10%	12%	
	Weighted counts	457	147	310	98	123	110	127	196	262	9	59	195	85	
	Column Comparisons	-		A						a		a	A B	A B	
Mental health problems or difficulties	% within column	6%	2%	10%	5%	7%	7%	6%	6%	7%	10%	8%	7%	0%	
	Weighted counts	382	45	337	79	104	99	100	160	221	84	161	130	3	
	Column Comparisons	-		A						a	c D E	D E	D E		
Breathlessness or chest pains	% within column	6%	3%	9%	5%	7%	7%	6%	6%	6%	4%	4%	8%	10%	
	Weighted counts	373	81	292	77	107	101	88	181	192	32	68	145	71	
	Column Comparisons	-		A									a B	A B	
Other illnesses/ health problems which limit your daily activities/ work you can do	% within column	4%	2%	5%	3%	4%	4%	3%	3%	4%	2%	3%	5%	3%	
	Weighted counts	210	41	169	51	52	55	52	91	119	15	63	91	19	
	Column Comparisons	-		A									a		
Poor hearing, partial hearing or deafness	% within column	3%	2%	5%	2%	4%	3%	4%	4%	3%	2%	2%	3%	6%	
	Weighted counts	197	44	153	30	52	49	66	115	82	14	32	58	39	
	Column Comparisons	-		A				a	b				b	A B c	
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	% within column	3%	1%	3%	2%	3%	2%	3%	2%	3%	1%	2%	4%	2%	
	Weighted counts	151	36	115	31	42	35	43	65	86	5	38	77	16	
	Column Comparisons	-		A									A b	a	
Poor vision, partial sight or blindness	% within column	2%	1%	3%	1%	2%	3%	2%	2%	2%	2%	1%	2%	2%	
	Weighted counts	121	29	92	20	36	37	28	59	63	17	29	46	16	
	Column Comparisons	-		A											
Dyslexia	% within column	1%	0%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	0%	
	Weighted counts	59	10	49	20	10	12	17	30	29	15	32	12	0	
	Column Comparisons	-		A							c d e	c d e			
Cannot walk at all/ use a wheelchair	% within column	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
	Weighted counts	39	14	25	4	10	15	10	17	22	4	10	14	4	
	Column Comparisons	-													
Prefer not to say	% within column	3%	4%	2%	2%	5%	3%	3%	3%	4%	2%	3%	4%	2%	
	Weighted counts	183	100	84	34	66	36	48	74	110	17	55	69	17	
	Column Comparisons	-	b			a c				a					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QJ4: Which of these, if any, limit your daily activities or the work you can do?		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
Difficulty in speaking or communicating	% within column	0%	1%	1%	1%	2%	1%	2%	1%	1%	2%	2%	1%	1%
	Weighted counts	1	12	14	16	33	28	47	61	4	6	4	63	12
	Column Comparisons					a b		a						
Cannot walk very far or manage the stairs or can only do so with difficulty	% within column	20%	4%	7%	7%	12%	2%	14%	8%	8%	9%	8%	7%	9%
	Weighted counts	109	58	126	90	183	66	389	378	38	28	14	328	129
	Column Comparisons	A B C d		a	a	A B C		A						
Mental health problems or difficulties	% within column	1%	3%	4%	5%	14%	4%	9%	6%	7%	8%	10%	6%	7%
	Weighted counts	3	38	70	58	216	114	265	305	35	25	17	269	111
	Column Comparisons				a	A B C		A						
Breathlessness or chest pains	% within column	10%	4%	5%	6%	11%	3%	10%	6%	7%	8%	5%	6%	7%
	Weighted counts	57	54	80	79	160	91	280	311	31	22	9	264	106
	Column Comparisons	A B			a	A B C		A						
Other illnesses/ health problems which limit your daily activities/ work you can do	% within column	4%	2%	3%	4%	5%	2%	5%	3%	4%	5%	4%	3%	5%
	Weighted counts	22	21	59	54	77	53	155	172	17	14	7	142	68
	Column Comparisons			a	A	A		A						
Poor hearing, partial hearing or deafness	% within column	10%	3%	3%	3%	4%	1%	5%	3%	3%	4%	2%	3%	4%
	Weighted counts	55	48	44	44	61	43	151	168	14	11	4	142	53
	Column Comparisons	A B C d						A						
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	% within column	3%	1%	2%	2%	5%	1%	4%	2%	4%	5%	4%	2%	3%
	Weighted counts	16	20	35	21	74	29	122	113	17	14	7	103	47
	Column Comparisons	a				A B C		A						
Poor vision, partial sight or blindness	% within column	3%	2%	2%	2%	3%	2%	3%	2%	3%	2%	2%	2%	2%
	Weighted counts	14	28	27	24	41	46	75	98	14	6	4	91	30
	Column Comparisons							a						
Dyslexia	% within column	0%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	2%
	Weighted counts	0	12	12	10	25	35	24	47	3	7	2	36	22
	Column Comparisons													
Cannot walk at all/ use a wheelchair	% within column	1%	0%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%
	Weighted counts	7	3	10	7	19	6	33	31	5	2	1	29	10
	Column Comparisons					a		A						
Prefer not to say	% within column	5%	3%	3%	3%	4%	2%	4%	3%	1%	3%	5%	3%	3%
	Weighted counts	26	40	44	37	62	58	118	159	6	9	9	136	45
	Column Comparisons							A				b		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QJ4: Which of these, if any, limit your daily activities or the work you can do?		Unkn-own
	% within column	**
Difficulty in speaking or communicating	Weighted counts	
	Column Comparisons	
	% within column	**
Cannot walk very far or manage the stairs or can only do so with difficulty	Weighted counts	
	Column Comparisons	
	% within column	**
Mental health problems or difficulties	Weighted counts	
	Column Comparisons	
	% within column	**
Breathlessness or chest pains	Weighted counts	
	Column Comparisons	
	% within column	**
Other illnesses/ health problems which limit your daily activities/ work you can do	Weighted counts	
	Column Comparisons	
	% within column	**
Poor hearing, partial hearing or deafness	Weighted counts	
	Column Comparisons	
	% within column	**
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	Weighted counts	
	Column Comparisons	
	% within column	**
Poor vision, partial sight or blindness	Weighted counts	
	Column Comparisons	
	% within column	**
Dyslexia	Weighted counts	
	Column Comparisons	
	% within column	**
Cannot walk at all/ use a wheelchair	Weighted counts	
	Column Comparisons	
	% within column	**
Prefer not to say	Weighted counts	
	Column Comparisons	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
QJ4: Which of these, if any, limit your daily activities or the work you can do?		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
None	% within column	75%	84%	69%	79%	72%	76%	74%	77%	74%	80%	81%	72%	72%
	Weighted counts	4,428	2,121	2,307	1,168	1,043	1,079	1,138	2,212	2,216	663	1,566	1,365	495
	Column Comparisons	-	B		B d				b		C d E	C D E	E	E
NET: Any limiting difficulties	% within column	22%	12%	29%	19%	24%	22%	23%	21%	23%	18%	17%	24%	25%
	Weighted counts	1,283	314	969	276	348	310	349	602	681	145	324	453	173
	Column Comparisons	-		A		a							a B	a B
Effective Column n	% within column													
	Weighted counts	4,106	1,307	2,800	1,029	1,014	992	1,071	1,976	2,131	572	1,394	1,300	476
	Column Comparisons													
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670
Weighted base		5,895	2,535	3,360	1,478	1,457	1,425	1,535	2,889	3,006	825	1,945	1,886	684
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
QJ4: Which of these, if any, limit your daily activities or the work you can do?		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
None	% within column	61%	82%	79%	77%	62%	86%	63%	75%	77%	71%	73%	76%	73%
	Weighted counts	339	1,146	1,367	977	937	2,628	1,786	3,729	362	208	129	3,334	1,088
	Column Comparisons		b c D	D	D		B						c	c
NET: Any limiting difficulties	% within column	34%	15%	19%	20%	34%	12%	32%	21%	22%	26%	22%	21%	24%
	Weighted counts	189	204	323	250	507	361	912	1,063	103	77	40	923	355
	Column Comparisons	A B C d		a	a	A B C		A						
Effective Column n	% within column													
	Weighted counts	365	973	1,238	845	1,050	2,073	2,011	2,579	530	499	498	2,847	1,251
	Column Comparisons													
Unweighted base		513	1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760
Weighted base		554	1,390	1,735	1,265	1,506	3,047	2,815	4,952	472	295	177	4,392	1,489
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 6

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
QJ4: Which of these, if any, limit your daily activities or the work you can do?		Unkn-own
	% within column	**
None	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Any limiting difficulties	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	9
	Column Comparisons	
Unweighted base		12
Weighted base		14
Columns		C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	
QJ5: Ethnicity		% within column	64%	68%	62%	65%	63%	66%	64%	62%	66%	54%	58%	70%	76%
White – British		Weighted counts	3,804	1,335	2,469	959	927	936	981	1,807	1,997	448	1,130	1,293	519
		Column Comparisons	-	B						a				A B	A B c
		% within column	12%	7%	15%	11%	13%	11%	13%	13%	10%	11%	8%	12%	15%
White – English		Weighted counts	702	127	575	161	186	158	197	391	311	93	160	223	104
		Column Comparisons	-		A					b		b		b	B
		% within column	5%	5%	5%	5%	5%	5%	4%	4%	5%	5%	5%	5%	4%
White – Scottish		Weighted counts	284	97	187	75	72	72	66	124	160	39	104	92	30
		Column Comparisons	-												
		% within column	2%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%
White – Welsh		Weighted counts	116	30	85	31	34	28	23	57	59	17	43	33	11
		Column Comparisons	-												
		% within column	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	2%	1%
White – Irish		Weighted counts	82	23	58	27	23	15	16	43	38	10	35	28	4
		Column Comparisons	-												
		% within column	3%	3%	3%	4%	2%	2%	3%	3%	3%	4%	5%	2%	0%
Any other white background		Weighted counts	172	61	110	56	33	31	52	73	99	33	101	31	1
		Column Comparisons	-									c D e	C D E	d	
		% within column	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0%
Mixed – White and Black Caribbean		Weighted counts	49	21	28	10	18	8	12	29	20	20	18	11	0
		Column Comparisons	-									b C d e			
		% within column	1%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%
Mixed – White and Black African		Weighted counts	36	6	30	3	13	10	10	16	20	4	18	14	0
		Column Comparisons	-												
		% within column	1%	0%	1%	1%	1%	0%	0%	0%	1%	1%	1%	0%	0%
Mixed – White and Asian		Weighted counts	32	4	28	10	11	5	6	12	20	7	17	7	1
		Column Comparisons	-		a										
		% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any other mixed background		Weighted counts	13	1	13	4	3	1	5	6	7	3	5	4	0
		Column Comparisons	-												
		% within column	2%	3%	2%	4%	1%	1%	2%	2%	2%	4%	3%	1%	1%
Asian and British Asian – Indian		Weighted counts	126	64	62	58	21	16	31	69	57	30	66	16	8
		Column Comparisons	-	B		B C d						C d e	C d e		

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 9

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG			Working status		UK nation				Rurality		
			75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban
QJ5: Ethnicity	% within column	70%	61%	65%	63%	69%	62%	67%	67%	38%	55%	67%	63%	68%
White – British	Weighted counts	413	815	1,107	821	1,061	1,862	1,925	3,344	176	164	120	2,711	1,086
	Column Comparisons	A B				A c		a	B C		B	B C		a
	% within column	21%	11%	11%	14%	12%	10%	14%	14%	2%	5%	2%	11%	15%
White – English	Weighted counts	122	142	191	190	180	291	407	674	9	16	3	459	239
	Column Comparisons	A B C d						A	B c D		B d			A
	% within column	3%	4%	6%	4%	5%	5%	5%	1%	51%	1%	1%	5%	5%
White – Scottish	Weighted counts	19	60	94	55	75	152	131	43	239	2	1	208	76
	Column Comparisons									A C D				
	% within column	2%	2%	2%	2%	2%	2%	2%	0%	0%	33%	0%	2%	3%
White – Welsh	Weighted counts	12	30	34	26	25	55	59	17	1	97	0	67	49
	Column Comparisons										A B D			a
	% within column	1%	2%	1%	1%	1%	2%	1%	1%	0%	0%	25%	1%	2%
White – Irish	Weighted counts	4	27	22	14	18	49	32	36	1	1	45	49	33
	Column Comparisons											A B C		
	% within column	1%	3%	2%	3%	3%	4%	2%	3%	4%	2%	2%	3%	2%
Any other white background	Weighted counts	5	42	42	41	45	118	53	144	19	5	3	146	25
	Column Comparisons						B						b	
	% within column	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%
Mixed – White and Black Caribbean	Weighted counts	0	15	14	11	9	27	22	44	3	2	0	36	11
	Column Comparisons													
	% within column	0%	1%	0%	1%	0%	1%	1%	1%	0%	0%	0%	1%	0%
Mixed – White and Black African	Weighted counts	1	14	7	10	6	21	16	34	2	0	0	34	2
	Column Comparisons												b	
	% within column	0%	1%	1%	0%	0%	1%	1%	1%	1%	0%	0%	1%	0%
Mixed – White and Asian	Weighted counts	0	10	11	4	6	16	16	29	3	1	0	26	6
	Column Comparisons													
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Any other mixed background	Weighted counts	1	4	4	1	4	9	5	10	2	1	1	10	3
	Column Comparisons													
	% within column	1%	3%	2%	2%	1%	3%	2%	2%	0%	1%	0%	3%	1%
Asian and British Asian – Indian	Weighted counts	6	45	40	24	17	78	48	122	1	4	0	117	9
	Column Comparisons		d				b		b		b d		B	

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 9

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QJ5: Ethnicity		**
White – British	% within column	
	Weighted counts	
	Column Comparisons	
White – English	% within column	**
	Weighted counts	
	Column Comparisons	
White – Scottish	% within column	**
	Weighted counts	
	Column Comparisons	
White – Welsh	% within column	**
	Weighted counts	
	Column Comparisons	
White – Irish	% within column	**
	Weighted counts	
	Column Comparisons	
Any other white background	% within column	**
	Weighted counts	
	Column Comparisons	
Mixed – White and Black Caribbean	% within column	**
	Weighted counts	
	Column Comparisons	
Mixed – White and Black African	% within column	**
	Weighted counts	
	Column Comparisons	
Mixed – White and Asian	% within column	**
	Weighted counts	
	Column Comparisons	
Any other mixed background	% within column	**
	Weighted counts	
	Column Comparisons	
Asian and British Asian – Indian	% within column	**
	Weighted counts	
	Column Comparisons	

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	
QJ5: Ethnicity		% within column	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%	3%	0%	0%
Asian and British Asian – Pakistani		Weighted counts	78	40	38	17	12	27	23	42	36	19	50	9	0
		Column Comparisons	-	b								C d e	C D e		
		% within column	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	2%	0%	0%
Asian and British Asian – Bangladeshi		Weighted counts	52	23	29	6	16	17	13	35	17	8	40	2	2
		Column Comparisons	-						b			c	C d e		
		% within column	1%	0%	1%	1%	0%	1%	1%	1%	1%	2%	1%	0%	0%
Any other Asian background		Weighted counts	37	9	28	9	7	12	9	21	17	14	21	2	0
		Column Comparisons	-									C d e	c d		
		% within column	1%	2%	1%	1%	2%	1%	1%	2%	1%	3%	1%	1%	0%
Black and Black British – Caribbean		Weighted counts	83	39	44	21	34	9	18	45	38	21	28	27	1
		Column Comparisons	-	b		c						d	d	d	
		% within column	2%	1%	2%	1%	2%	2%	2%	2%	1%	3%	3%	1%	0%
Black and Black British – African		Weighted counts	93	29	64	9	25	31	28	56	37	21	49	20	3
		Column Comparisons	-			a	a	a				c d e	c d e		
		% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any other Black background		Weighted counts	2	0	2	1	0	0	1	0	2	2	0	0	0
		Column Comparisons	-												
		% within column	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%
Middle Eastern, including Arabic origin		Weighted counts	14	7	7	1	1	3	9	10	5	3	10	1	0
		Column Comparisons	-												
		% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Iranian		Weighted counts	1	1	0	0	0	0	1	1	0	1	0	0	0
		Column Comparisons	-												
		% within column	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%	1%	0%	0%
Chinese		Weighted counts	45	9	36	7	11	13	15	13	32	11	25	9	0
		Column Comparisons	-								a	c d e	c d e		
		% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Any other background		Weighted counts	13	9	4	4	6	1	1	6	7	5	5	2	0
		Column Comparisons	-	b											
		% within column	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	2%	2%	0%
I prefer not to answer		Weighted counts	75	18	57	15	12	31	18	50	25	15	31	29	0
		Column Comparisons	-						b			d e	d e	d e	

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 4 of 9

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QJ5: Ethnicity	% within column	0%	1%	1%	1%	2%	2%	1%	1%	1%	0%	0%	2%	0%
Asian and British Asian – Pakistani	Weighted counts	0	17	16	16	30	47	28	74	3	1	0	71	7
	Column Comparisons												b	
	% within column	0%	0%	1%	1%	1%	1%	0%	1%	0%	0%	0%	1%	0%
Asian and British Asian – Bangladeshi	Weighted counts	0	5	16	17	15	34	14	52	0	0	0	47	3
	Column Comparisons						b						b	
	% within column	0%	1%	1%	1%	0%	1%	1%	1%	1%	0%	0%	1%	1%
Any other Asian background	Weighted counts	0	11	13	10	4	23	14	33	3	1	1	29	8
	Column Comparisons													
	% within column	1%	2%	2%	1%	1%	2%	1%	2%	0%	1%	0%	2%	0%
Black and Black British – Caribbean	Weighted counts	6	30	32	9	12	53	26	80	0	2	0	75	7
	Column Comparisons		c d	c d			b						b	
	% within column	0%	3%	1%	1%	1%	2%	1%	2%	0%	0%	0%	2%	0%
Black and Black British – African	Weighted counts	0	45	25	12	10	73	20	90	2	0	1	91	2
	Column Comparisons		b C D				B						B	
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any other Black background	Weighted counts	0	0	1	0	1	2	0	2	0	0	0	0	2
	Column Comparisons													
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Middle Eastern, including Arabic origin	Weighted counts	0	2	8	4	0	8	7	14	1	0	0	14	1
	Column Comparisons													
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Iranian	Weighted counts	0	0	0	0	1	0	1	1	0	0	0	0	1
	Column Comparisons													
	% within column	0%	1%	0%	1%	1%	1%	1%	1%	0%	0%	0%	1%	0%
Chinese	Weighted counts	0	15	7	15	8	27	18	44	0	0	0	45	0
	Column Comparisons												b	
	% within column	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any other background	Weighted counts	0	5	3	4	1	8	4	12	0	0	0	11	2
	Column Comparisons													
	% within column	0%	1%	1%	2%	1%	1%	1%	1%	1%	0%	2%	1%	1%
I prefer not to answer	Weighted counts	0	13	22	26	15	45	29	67	4	0	4	59	17
	Column Comparisons											C		

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 5 of 9

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QJ5: Ethnicity		**
	% within column	
Asian and British Asian – Pakistani	Weighted counts	
	Column Comparisons	
	% within column	**
Asian and British Asian – Bangladeshi	Weighted counts	
	Column Comparisons	
	% within column	**
Any other Asian background	Weighted counts	
	Column Comparisons	
	% within column	**
Black and Black British – Caribbean	Weighted counts	
	Column Comparisons	
	% within column	**
Black and Black British – African	Weighted counts	
	Column Comparisons	
	% within column	**
Any other Black background	Weighted counts	
	Column Comparisons	
	% within column	**
Middle Eastern, including Arabic origin	Weighted counts	
	Column Comparisons	
	% within column	**
Iranian	Weighted counts	
	Column Comparisons	
	% within column	**
Chinese	Weighted counts	
	Column Comparisons	
	% within column	**
Any other background	Weighted counts	
	Column Comparisons	
	% within column	**
I prefer not to answer	Weighted counts	
	Column Comparisons	

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Methodology			Quarter				Gender		Age			
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years
QJ5: Ethnicity	% within column	87%	86%	88%	88%	87%	87%	87%	86%	89%	77%	80%	92%	98%
NET: White	Weighted counts	5,159	1,675	3,485	1,309	1,275	1,240	1,335	2,495	2,665	641	1,573	1,701	669
	Column Comparisons	-		a						a			A B	A B C
	% within column	5%	7%	4%	6%	4%	5%	5%	6%	4%	9%	9%	2%	1%
NET: Asian	Weighted counts	294	136	158	90	56	72	76	166	128	72	177	29	10
	Column Comparisons	-	B						b		C D E	C D E		
	% within column	3%	3%	3%	2%	4%	3%	3%	3%	3%	5%	4%	3%	1%
NET: Black	Weighted counts	177	68	110	32	59	40	46	100	77	44	77	47	4
	Column Comparisons	-									c D e	D e	d	
	% within column	2%	2%	2%	2%	3%	2%	2%	2%	2%	4%	3%	2%	0%
NET: Mixed	Weighted counts	131	32	99	27	45	25	33	64	67	34	57	35	2
	Column Comparisons	-									c D E	D e	d e	
	% within column	1%	1%	1%	1%	1%	1%	2%	1%	1%	3%	2%	1%	0%
NET: Other	Weighted counts	73	26	47	11	18	17	26	30	43	21	40	12	0
	Column Comparisons	-									C D e	c d e		
	% within column													
Effective Column n	Weighted counts	4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307	479
	Column Comparisons													
Unweighted base		5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670
Weighted base		5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 7 of 9

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG				Working status		UK nation				Rurality	
		75+ years	AB	C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QJ5: Ethnicity	% within column	98%	83%	87%	88%	91%	84%	91%	86%	95%	96%	96%	85%	95%
NET: White	Weighted counts	575	1,117	1,491	1,148	1,404	2,528	2,607	4,258	445	284	173	3,640	1,508
	Column Comparisons	A B C		a	a	A b c		A		A	A	a		A C
	% within column	1%	6%	5%	5%	4%	6%	4%	6%	1%	2%	0%	6%	2%
NET: Asian	Weighted counts	6	77	84	67	66	182	104	281	6	6	1	263	28
	Column Comparisons						B		b c d		d		B	
	% within column	1%	6%	3%	2%	2%	4%	2%	3%	1%	1%	0%	4%	1%
NET: Black	Weighted counts	6	75	58	21	24	128	46	172	3	2	1	166	11
	Column Comparisons		b C D	c d			B		b				B	
	% within column	0%	3%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	1%
NET: Mixed	Weighted counts	2	43	36	27	25	72	59	117	9	4	1	105	22
	Column Comparisons												b	
	% within column	0%	2%	1%	2%	1%	1%	1%	1%	0%	0%	0%	2%	0%
NET: Other	Weighted counts	0	22	18	22	11	43	30	71	1	1	0	69	3
	Column Comparisons												B	
	% within column													
Effective Column n	Weighted counts	367	978	1,245	850	1,056	2,085	2,022	2,593	533	502	501	2,862	1,258
	Column Comparisons													
Unweighted base		513	1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760
Weighted base		589	1,346	1,709	1,310	1,544	2,997	2,874	4,966	467	296	180	4,304	1,589
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 8 of 9

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QJ5: Ethnicity	% within column	**
NET: White	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Asian	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Black	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Mixed	Weighted counts	
	Column Comparisons	
	% within column	**
NET: Other	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	9
	Column Comparisons	
Unweighted base		12
Weighted base		16
Columns		C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics													
		Methodology			Quarter				Gender		Age				
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	
QJ6: Annual household income		% within column	13%	10%	15%	14%	14%	11%	14%	11%	16%	18%	10%	14%	12%
Under £11,500 per year		Weighted counts	790	186	604	204	212	161	213	311	479	150	190	256	83
		Column Comparisons	-		A					A	B c d		b		
£11,500 - £17,499 per year		% within column	15%	11%	16%	13%	16%	15%	15%	13%	17%	12%	13%	15%	17%
		Weighted counts	874	222	651	192	228	220	234	378	496	97	259	275	120
		Column Comparisons	-		A					a					a b
£17,500 - £29,999 per year		% within column	22%	13%	27%	22%	23%	23%	22%	25%	20%	20%	24%	23%	21%
		Weighted counts	1,326	262	1,064	330	335	325	337	715	611	164	462	431	145
		Column Comparisons	-		A					b					
£30,000 - £49,999 per year		% within column	18%	12%	21%	19%	16%	18%	19%	20%	16%	14%	23%	17%	15%
		Weighted counts	1,058	225	833	286	230	251	291	578	480	116	446	324	103
		Column Comparisons	-		A					B		A C D E		e	
£50,000+ per year		% within column	9%	7%	10%	10%	8%	10%	9%	11%	7%	9%	12%	9%	6%
		Weighted counts	536	130	405	144	112	138	142	321	214	71	237	165	43
		Column Comparisons	-		A					B		e	a c D E	E	
I don't know/ I prefer not to answer		% within column	22%	47%	10%	22%	24%	23%	21%	21%	24%	28%	18%	22%	28%
		Weighted counts	1,326	928	399	329	348	331	318	602	724	229	360	403	190
		Column Comparisons	-	B						a		B c			B c
Effective Column n		% within column													
		Weighted counts	4,129	1,314	2,815	1,034	1,019	998	1,077	1,987	2,143	575	1,402	1,307	479
		Column Comparisons													
Unweighted base			5,776	1,838	3,938	1,447	1,426	1,396	1,507	2,779	2,997	804	1,961	1,828	670
Weighted base			5,909	1,954	3,956	1,485	1,465	1,425	1,535	2,905	3,004	827	1,955	1,854	684
Columns			A	A	B	A	B	C	D	A	B	A	B	C	D

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics												
		Age	SEG			Working status		UK nation			Rurality			
		75+ years	AB	C1	C2	DE	Working	Not working	NET: England	NET: Scotl- and	Wales	N. Ireland	Urban	Rural
QJ6: Annual household income	% within column	19%	2%	12%	8%	29%	6%	21%	13%	13%	15%	13%	13%	15%
Under £11,500 per year	Weighted counts	111	33	200	104	453	179	610	661	61	45	23	554	236
	Column Comparisons	B c d		A c	A	A B C		A						
	% within column	21%	6%	13%	17%	23%	12%	18%	15%	13%	16%	13%	14%	17%
£11,500 - £17,499 per year	Weighted counts	122	77	228	220	348	347	524	742	61	48	23	606	265
	Column Comparisons	A B c		A	A b	A B c		A						
	% within column	21%	15%	25%	30%	20%	25%	20%	23%	23%	17%	22%	22%	24%
£17,500 - £29,999 per year	Weighted counts	124	201	432	391	303	744	575	1,130	107	50	39	951	376
	Column Comparisons			A d	A b D	a	B							
	% within column	12%	26%	21%	19%	6%	24%	12%	18%	21%	18%	18%	17%	19%
£30,000 - £49,999 per year	Weighted counts	68	356	357	255	90	723	333	874	98	53	33	750	307
	Column Comparisons		b C D	D	D		B							
	% within column	3%	26%	6%	4%	1%	14%	4%	9%	14%	9%	8%	9%	8%
£50,000+ per year	Weighted counts	20	350	107	57	21	420	115	430	65	26	14	406	129
	Column Comparisons		B C D	D	D		B			a c d				
	% within column	24%	25%	23%	22%	21%	19%	25%	23%	16%	25%	27%	24%	17%
I don't know/ I prefer not to answer	Weighted counts	144	330	385	282	329	584	718	1,128	76	74	48	1,037	277
	Column Comparisons	b						A	b		B	B	B	
	% within column													
Effective Column n	Weighted counts	367	978	1,245	850	1,056	2,085	2,022	2,593	533	502	501	2,862	1,258
	Column Comparisons													
Unweighted base		513	1,368	1,742	1,189	1,477	2,916	2,828	3,627	746	702	701	4,004	1,760
Weighted base		589	1,346	1,709	1,310	1,544	2,997	2,874	4,966	467	296	180	4,304	1,589
Columns		E	A	B	C	D	A	B	A	B	C	D	A	B

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 3

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demo...
		Rurality
		Unkn- own
QJ6: Annual household income		**
	% within column	
Under £11,500 per year	Weighted counts	
	Column Comparisons	
	% within column	**
£11,500 - £17,499 per year	Weighted counts	
	Column Comparisons	
	% within column	**
£17,500 - £29,999 per year	Weighted counts	
	Column Comparisons	
	% within column	**
£30,000 - £49,999 per year	Weighted counts	
	Column Comparisons	
	% within column	**
£50,000+ per year	Weighted counts	
	Column Comparisons	
	% within column	**
I don't know/ I prefer not to answer	Weighted counts	
	Column Comparisons	
	% within column	
Effective Column n	Weighted counts	9
	Column Comparisons	
Unweighted base		12
Weighted base		16
Columns		C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QJ7: Annual household income above or below £11,500		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Under £11,500	% within column	5%	5%	5%	6%	4%	6%	5%	5%	5%	3%	5%	6%	6%	7%	4%
	Weighted counts	69	50	20	21	14	19	15	33	36	7	17	25	11	10	12
	Column Comparisons	-														
Over £11,500	% within column	29%	34%	19%	33%	28%	24%	32%	32%	27%	30%	31%	34%	24%	17%	23%
	Weighted counts	387	312	75	109	96	79	102	190	197	68	111	137	46	24	77
	Column Comparisons	-	B									e	e			
I don't know	% within column	10%	7%	17%	12%	10%	11%	8%	9%	12%	26%	9%	5%	6%	9%	8%
	Weighted counts	137	68	69	39	34	38	26	53	84	59	33	19	12	13	27
	Column Comparisons	-		A							B C D e					
I prefer not to answer	% within column	55%	54%	59%	49%	58%	59%	55%	54%	56%	42%	55%	55%	64%	66%	65%
	Weighted counts	734	499	235	161	204	194	175	326	407	96	199	222	121	96	214
	Column Comparisons	-									a	a	a	A	A	B d
Effective Column n	% within column															
	Weighted counts	920	644	276	226	235	231	228	418	502	175	257	273	125	89	228
Column Comparisons																
Unweighted base		1,269	888	381	312	324	319	314	577	692	241	355	377	173	123	314
Weighted base		1,326	928	399	329	348	331	318	602	724	229	360	403	190	144	330
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who did not state their annual household income bracket
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QJ7: Annual household income above or below £11,500													
Under £11,500	% within column	2%	3%	13%	3%	6%	5%	5%	4%	3%	5%	5%	**
	Weighted counts	8	7	42	17	45	61	4	3	2	56	12	
	Column Comparisons			A B C		a							
Over £11,500	% within column	41%	30%	20%	37%	24%	30%	33%	19%	21%	30%	25%	**
	Weighted counts	156	86	67	214	171	338	25	14	10	315	70	
	Column Comparisons	A c D	d		B								
I don't know	% within column	10%	8%	15%	7%	13%	10%	14%	8%	13%	10%	12%	**
	Weighted counts	39	22	48	43	93	113	11	6	7	103	32	
	Column Comparisons					a							
I prefer not to answer	% within column	47%	59%	52%	53%	57%	55%	48%	69%	62%	54%	59%	**
	Weighted counts	181	167	171	311	408	616	36	51	30	563	162	
	Column Comparisons		b						b				
Effective Column n	% within column												
	Weighted counts	292	178	223	400	506	588	84	119	129	689	226	6
	Column Comparisons												
Unweighted base		402	245	308	552	698	811	116	164	178	950	311	8
Weighted base		385	282	329	584	718	1,128	76	74	48	1,037	277	12
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic and Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who did not state their annual household income bracket

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics															
		Methodology			Quarter				Gender		Age					SEG	
QJ7B_1: Positivity statements... I am satisfied with my life		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB	
Strongly agree	% within column	22%	33%	14%	**	23%	23%	20%	22%	22%	27%	27%	18%	19%	16%	29%	
	Weighted counts	977	630	347		335	331	312	479	498	166	393	253	97	68	288	
	Column Comparisons	-	B								C d e	C d E				c D	
Agree	% within column	35%	41%	31%	**	33%	36%	36%	35%	35%	33%	34%	33%	41%	38%	41%	
	Weighted counts	1,543	770	772		481	506	555	765	778	203	500	471	207	161	411	
	Column Comparisons	-	B													c D	
Slightly agree	% within column	18%	11%	23%	**	18%	17%	19%	18%	18%	16%	17%	18%	20%	21%	15%	
	Weighted counts	797	215	582		260	243	294	386	411	99	251	258	101	88	155	
	Column Comparisons	-		A													
Neither agree nor disagree	% within column	12%	9%	14%	**	14%	10%	12%	11%	13%	11%	10%	13%	13%	15%	9%	
	Weighted counts	532	176	356		200	143	189	245	287	70	146	188	65	64	86	
	Column Comparisons	-		A		c											
Slightly disagree	% within column	8%	4%	11%	**	7%	9%	7%	8%	8%	8%	6%	10%	4%	7%	5%	
	Weighted counts	336	70	266		101	131	104	163	173	50	94	143	20	29	47	
	Column Comparisons	-		A									b d				
Disagree	% within column	3%	1%	5%	**	4%	3%	4%	4%	3%	3%	3%	5%	3%	2%	1%	
	Weighted counts	152	27	125		51	46	55	78	74	17	44	68	14	8	14	
	Column Comparisons	-		A													
Strongly disagree	% within column	2%	0%	3%	**	2%	2%	2%	2%	1%	2%	2%	2%	0%	0%	1%	
	Weighted counts	75	6	69		24	25	26	46	30	13	29	31	1	1	6	
	Column Comparisons	-		A													
NET: Agree	% within column	75%	85%	68%	**	74%	76%	76%	75%	75%	76%	79%	70%	80%	75%	85%	
	Weighted counts	3,317	1,616	1,702		1,077	1,080	1,160	1,631	1,687	468	1,144	982	405	317	854	
	Column Comparisons	-	B									C		C		B C D	
NET: Disagree	% within column	13%	5%	18%	**	12%	14%	12%	13%	12%	13%	11%	17%	7%	9%	7%	
	Weighted counts	564	104	460		177	202	185	287	277	80	167	242	35	39	67	
	Column Comparisons	-		A							d	d	B D e				
Effective Column n																	
		Weighted counts	3,040	965	2,075	0	999	982	1,060	1,459	1,581	439	1,050	966	331	255	718
		Column Comparisons															
Unweighted base																	
		Weighted counts	4,324	1,373	2,951	0	1,421	1,396	1,507	2,075	2,249	624	1,493	1,374	471	362	1,021
Weighted base																	
		Weighted counts	4,413	1,896	2,518	0	1,453	1,425	1,535	2,162	2,251	618	1,457	1,412	505	421	1,007
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
QJ7B_1: Positivity statements... I am satisfied with my life		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
Strongly agree	% within column	25%	23%	13%	26%	18%	23%	20%	15%	21%	23%	18%	**
	Weighted counts	329	219	141	584	388	845	71	33	28	770	206	
	Column Comparisons	D	D		B						b		
Agree	% within column	36%	33%	30%	36%	33%	34%	42%	38%	36%	35%	35%	**
	Weighted counts	479	320	332	826	704	1,263	148	85	47	1,151	388	
	Column Comparisons	d											
Slightly agree	% within column	16%	21%	21%	17%	19%	18%	17%	21%	23%	17%	20%	**
	Weighted counts	217	198	228	393	399	662	60	45	30	573	223	
	Column Comparisons		a b	a b									
Neither agree nor disagree	% within column	12%	11%	16%	11%	14%	12%	9%	13%	12%	11%	14%	**
	Weighted counts	164	106	176	241	289	456	32	29	15	375	157	
	Column Comparisons	a		A c		a							
Slightly disagree	% within column	6%	8%	12%	6%	9%	8%	6%	9%	6%	7%	8%	**
	Weighted counts	82	72	135	145	192	288	21	19	8	241	93	
	Column Comparisons		a	A B c		a							
Disagree	% within column	4%	3%	5%	2%	5%	4%	3%	4%	2%	4%	3%	**
	Weighted counts	48	33	57	55	97	132	11	8	2	118	33	
	Column Comparisons	a	a	A		a							
Strongly disagree	% within column	1%	2%	4%	1%	2%	2%	2%	1%	1%	2%	1%	**
	Weighted counts	14	16	40	29	44	65	8	1	1	61	13	
	Column Comparisons			A B									
NET: Agree	% within column	77%	76%	63%	79%	71%	75%	80%	74%	79%	76%	73%	**
	Weighted counts	1,026	737	701	1,803	1,491	2,770	278	164	105	2,494	817	
	Column Comparisons	D	D		B								
NET: Disagree	% within column	11%	13%	21%	10%	16%	13%	11%	13%	9%	13%	12%	**
	Weighted counts	144	121	232	229	332	485	39	28	12	419	139	
	Column Comparisons	a	A	A B C		A							
Effective Column n	% within column												
	Weighted counts	928	622	773	1,548	1,473	1,904	395	373	368	2,114	920	7
Unweighted base	Column Comparisons												
	Weighted counts	1,320	884	1,099	2,202	2,095	2,708	562	530	524	3,006	1,308	10
Weighted base	Column Comparisons												
	Weighted counts	1,334	964	1,108	2,273	2,112	3,710	350	221	133	3,288	1,113	12
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QJ7B_2: Positivity statements... I feel very positive about my future		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	21%	31%	13%	**	22%	22%	19%	21%	20%	33%	26%	16%	14%	8%	28%
	Weighted counts	915	588	327		316	310	288	461	454	204	379	229	71	32	282
	Column Comparisons	-	B								b C D E	C D E	E	e		b c D
Agree	% within column	31%	37%	27%	**	31%	31%	33%	31%	31%	30%	34%	31%	29%	27%	38%
	Weighted counts	1,384	692	692		445	439	500	680	704	183	500	440	147	113	387
	Column Comparisons	-	B													b c D
Slightly agree	% within column	18%	12%	22%	**	15%	17%	21%	18%	18%	16%	16%	17%	22%	24%	14%
	Weighted counts	784	219	565		223	236	325	380	404	101	240	233	109	101	144
	Column Comparisons	-		A				B c							a b c	
Neither agree nor disagree	% within column	17%	14%	20%	**	19%	17%	16%	17%	18%	11%	13%	19%	25%	25%	12%
	Weighted counts	763	268	495		270	247	246	368	395	68	192	270	127	106	116
	Column Comparisons	-		A									A B	A B c	A B c	
Slightly disagree	% within column	7%	4%	10%	**	8%	7%	6%	7%	8%	5%	6%	9%	6%	11%	4%
	Weighted counts	319	70	248		118	103	99	145	174	32	81	130	30	47	44
	Column Comparisons	-		A									a b		a b	
Disagree	% within column	4%	3%	5%	**	4%	5%	3%	4%	4%	3%	3%	6%	4%	4%	2%
	Weighted counts	169	48	121		53	65	51	87	82	18	38	79	18	17	23
	Column Comparisons	-		a									b			
Strongly disagree	% within column	2%	1%	3%	**	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%
	Weighted counts	79	10	69		27	26	26	40	39	12	27	31	3	5	11
	Column Comparisons	-		A												
NET: Agree	% within column	70%	79%	63%	**	68%	69%	73%	70%	69%	79%	77%	64%	65%	59%	81%
	Weighted counts	3,083	1,499	1,584		985	985	1,114	1,521	1,562	489	1,119	902	327	247	813
	Column Comparisons	-	B								C D E	C D E				b C D
NET: Disagree	% within column	13%	7%	17%	**	14%	14%	11%	13%	13%	10%	10%	17%	10%	16%	8%
	Weighted counts	567	129	439		198	193	175	272	295	62	146	240	52	68	78
	Column Comparisons	-		A									a B d		a b	
Effective Column n	Weighted counts	3,040	965	2,075	0	999	982	1,060	1,459	1,581	439	1,050	966	331	255	718
	Column Comparisons															
Unweighted base		4,324	1,373	2,951	0	1,421	1,396	1,507	2,075	2,249	624	1,493	1,374	471	362	1,021
Weighted base		4,413	1,896	2,518	0	1,453	1,425	1,535	2,162	2,251	618	1,457	1,412	505	421	1,007
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QJ7B_2: Positivity statements... I feel very positive about my future													
Strongly agree	% within column	23%	21%	12%	25%	16%	22%	16%	14%	18%	22%	17%	**
	Weighted counts	304	201	128	578	333	805	57	30	23	727	186	
	Column Comparisons	D	D		B						b		
Agree	% within column	32%	31%	25%	35%	27%	30%	40%	33%	35%	32%	29%	**
	Weighted counts	424	299	276	806	569	1,125	140	72	47	1,057	326	
	Column Comparisons	d	d		B			a					
Slightly agree	% within column	19%	18%	19%	17%	19%	17%	19%	24%	19%	17%	20%	**
	Weighted counts	255	171	214	379	400	639	66	53	26	563	219	
	Column Comparisons	a		a									
Neither agree nor disagree	% within column	16%	18%	23%	13%	21%	18%	12%	17%	18%	16%	20%	**
	Weighted counts	220	174	252	300	453	659	42	39	23	536	223	
	Column Comparisons	a	A	A b c		A							
Slightly disagree	% within column	6%	7%	11%	5%	9%	7%	7%	8%	7%	7%	9%	**
	Weighted counts	81	69	125	121	198	267	26	17	9	217	101	
	Column Comparisons		a	A B c		A							
Disagree	% within column	3%	4%	7%	3%	5%	4%	4%	4%	2%	4%	4%	**
	Weighted counts	38	35	73	61	109	146	13	8	3	126	43	
	Column Comparisons			A B c		A							
Strongly disagree	% within column	1%	2%	4%	1%	2%	2%	2%	1%	1%	2%	1%	**
	Weighted counts	12	15	40	28	50	69	7	2	1	62	15	
	Column Comparisons			a B c		a							
NET: Agree	% within column	74%	70%	56%	78%	62%	69%	75%	71%	72%	71%	66%	**
	Weighted counts	982	671	618	1,763	1,303	2,569	262	156	96	2,347	731	
	Column Comparisons	D	D		B						b		
NET: Disagree	% within column	10%	12%	22%	9%	17%	13%	13%	12%	10%	12%	14%	**
	Weighted counts	132	119	238	209	357	482	45	26	13	406	159	
	Column Comparisons		a	A B C		A							
Effective Column n	% within column												
	Weighted counts	928	622	773	1,548	1,473	1,904	395	373	368	2,114	920	7
Unweighted base	Column Comparisons												
	Weighted counts	1,320	884	1,099	2,202	2,095	2,708	562	530	524	3,006	1,308	10
Weighted base	Column Comparisons												
	Weighted counts	1,334	964	1,108	2,273	2,112	3,710	350	221	133	3,288	1,113	12
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

QJ7B_3: Positivity statements... I don't like people to think badly of me		Demographics														
		Methodology			Quarter				Gender		Age					SEG
		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	21%	21%	20%	**	22%	18%	22%	18%	24%	29%	23%	20%	13%	13%	17%
	Weighted counts	913	405	509		317	254	343	378	535	178	339	278	63	56	170
	Column Comparisons	-				c		c		A	b C D E	D E	d e			
Agree	% within column	32%	34%	31%	**	30%	35%	31%	32%	33%	31%	33%	30%	33%	34%	35%
	Weighted counts	1,416	643	773		437	501	478	681	735	191	485	430	165	145	349
	Column Comparisons	-					b									
Slightly agree	% within column	17%	13%	21%	**	18%	17%	17%	17%	17%	15%	18%	17%	19%	19%	16%
	Weighted counts	763	241	523		260	241	262	376	387	94	255	240	97	78	164
	Column Comparisons	-		A												
Neither agree nor disagree	% within column	23%	23%	23%	**	24%	23%	22%	25%	21%	19%	18%	25%	30%	29%	25%
	Weighted counts	1,012	445	567		342	331	339	547	465	119	266	353	152	121	248
	Column Comparisons	-							b				a B	a B	a B	
Slightly disagree	% within column	3%	4%	3%	**	4%	3%	3%	3%	3%	2%	3%	4%	3%	4%	4%
	Weighted counts	142	67	75		52	41	49	72	70	13	43	56	15	15	39
	Column Comparisons	-														
Disagree	% within column	2%	3%	1%	**	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%
	Weighted counts	95	59	36		33	31	31	54	41	11	36	35	9	5	21
	Column Comparisons	-	b													
Strongly disagree	% within column	2%	2%	1%	**	1%	2%	2%	3%	1%	2%	2%	1%	1%	0%	2%
	Weighted counts	72	37	35		13	27	32	54	17	12	32	21	4	2	16
	Column Comparisons	-							B							
NET: Agree	% within column	70%	68%	72%	**	70%	70%	71%	66%	74%	75%	74%	67%	64%	66%	68%
	Weighted counts	3,093	1,288	1,805		1,014	996	1,083	1,436	1,657	463	1,079	947	325	278	683
	Column Comparisons	-		a						A	c d e	C d e				
NET: Disagree	% within column	7%	9%	6%	**	7%	7%	7%	8%	6%	6%	8%	8%	6%	5%	8%
	Weighted counts	309	163	146		98	98	112	180	129	36	111	112	28	22	76
	Column Comparisons	-	b						b							
Effective Column n	Weighted counts	3,040	965	2,075	0	999	982	1,060	1,459	1,581	439	1,050	966	331	255	718
	Column Comparisons															
Unweighted base		4,324	1,373	2,951	0	1,421	1,396	1,507	2,075	2,249	624	1,493	1,374	471	362	1,021
Weighted base		4,413	1,896	2,518	0	1,453	1,425	1,535	2,162	2,251	618	1,457	1,412	505	421	1,007
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QJ7B_3: Positivity statements... I don't like people to think badly of me													
Strongly agree	% within column	22%	23%	22%	23%	19%	20%	21%	25%	25%	21%	21%	**
	Weighted counts	287	217	239	513	398	752	72	56	33	675	236	
	Column Comparisons	a	a	a	b								
Agree	% within column	32%	31%	30%	33%	31%	32%	31%	30%	33%	33%	29%	**
	Weighted counts	432	301	333	744	661	1,198	108	66	44	1,090	325	
	Column Comparisons												
Slightly agree	% within column	18%	16%	18%	16%	18%	17%	18%	19%	21%	16%	21%	**
	Weighted counts	240	157	202	375	385	631	63	42	27	530	230	
	Column Comparisons											a	
Neither agree nor disagree	% within column	22%	23%	23%	21%	25%	23%	22%	20%	15%	23%	23%	**
	Weighted counts	287	226	250	483	518	872	76	44	21	753	254	
	Column Comparisons					a							
Slightly disagree	% within column	3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	4%	**
	Weighted counts	37	28	37	70	71	123	10	6	3	100	42	
	Column Comparisons												
Disagree	% within column	2%	2%	2%	2%	2%	2%	3%	2%	3%	2%	2%	**
	Weighted counts	32	18	25	46	50	75	11	5	4	76	19	
	Column Comparisons												
Strongly disagree	% within column	1%	2%	2%	2%	1%	2%	3%	1%	1%	2%	1%	**
	Weighted counts	17	16	23	42	30	59	10	1	1	64	7	
	Column Comparisons											b	
NET: Agree	% within column	72%	70%	70%	72%	68%	70%	70%	74%	79%	70%	71%	**
	Weighted counts	960	676	774	1,632	1,444	2,581	243	164	104	2,295	791	
	Column Comparisons					b							
NET: Disagree	% within column	6%	6%	8%	7%	7%	7%	9%	6%	6%	7%	6%	**
	Weighted counts	87	62	84	158	151	258	31	13	8	241	68	
	Column Comparisons												
Effective Column n	% within column												
	Weighted counts	928	622	773	1,548	1,473	1,904	395	373	368	2,114	920	7
Unweighted base	Column Comparisons												
	Weighted counts	1,320	884	1,099	2,202	2,095	2,708	562	530	524	3,006	1,308	10
Weighted base	Column Comparisons												
	Weighted counts	1,334	964	1,108	2,273	2,112	3,710	350	221	133	3,288	1,113	12
Columns		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics														
		Methodology			Quarter				Gender		Age					SEG
QJ7B_4: Positivity statements... White lies are acceptable to avoid hurting people's feelings		Total	CAPI	Online	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Male	Female	16-24 years	25-44 years	45-64 years	65-74 years	75+ years	AB
Strongly agree	% within column	8%	9%	7%	**	8%	8%	9%	8%	8%	9%	9%	7%	7%	5%	7%
	Weighted counts	348	173	175		110	108	131	168	180	55	135	99	36	23	66
	Column Comparisons	-	b													
Agree	% within column	20%	21%	19%	**	19%	20%	20%	21%	18%	20%	21%	18%	22%	16%	20%
	Weighted counts	868	393	474		278	280	310	456	412	124	309	259	110	66	201
	Column Comparisons	-														
Slightly agree	% within column	30%	22%	36%	**	29%	31%	30%	29%	31%	30%	25%	32%	33%	38%	31%
	Weighted counts	1,319	411	907		425	435	459	630	688	184	365	445	165	160	309
	Column Comparisons	-		A									b	b	B	
Neither agree nor disagree	% within column	23%	24%	23%	**	25%	22%	22%	23%	23%	19%	24%	24%	21%	24%	20%
	Weighted counts	1,018	450	567		364	313	341	499	519	119	347	343	108	101	199
	Column Comparisons	-														
Slightly disagree	% within column	8%	9%	8%	**	10%	7%	8%	8%	9%	11%	8%	7%	7%	11%	9%
	Weighted counts	368	163	205		146	103	120	173	195	69	114	104	35	44	89
	Column Comparisons	-														
Disagree	% within column	7%	10%	5%	**	6%	8%	8%	7%	7%	5%	7%	8%	7%	5%	9%
	Weighted counts	308	182	126		82	109	117	152	156	33	105	115	35	19	87
	Column Comparisons	-	B													
Strongly disagree	% within column	4%	6%	2%	**	3%	5%	4%	4%	4%	5%	6%	3%	3%	2%	6%
	Weighted counts	185	123	63		50	78	58	85	101	32	81	47	17	8	57
	Column Comparisons	-	B													b
NET: Agree	% within column	57%	52%	62%	**	56%	58%	59%	58%	57%	59%	56%	57%	61%	59%	57%
	Weighted counts	2,535	978	1,556		812	822	900	1,254	1,280	364	808	803	311	249	576
	Column Comparisons	-		A												
NET: Disagree	% within column	20%	25%	16%	**	19%	20%	19%	19%	20%	22%	21%	19%	17%	17%	23%
	Weighted counts	861	467	394		277	289	294	409	452	135	301	267	87	71	233
	Column Comparisons	-	B													b
Effective Column n	% within column															
	Weighted counts	3,040	965	2,075	0	999	982	1,060	1,459	1,581	439	1,050	966	331	255	718
Column Comparisons																
Unweighted base		4,324	1,373	2,951	0	1,421	1,396	1,507	2,075	2,249	624	1,493	1,374	471	362	1,021
Weighted base		4,413	1,896	2,518	0	1,453	1,425	1,535	2,162	2,251	618	1,457	1,412	505	421	1,007
Columns		A	A	B	A	B	C	D	A	B	A	B	C	D	E	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) ($p = 0.05$); Column comparison symbols: a, b, c, d, e, f... ($p \leq 0.05$), A, B, C, D, E, F... ($p \leq 0.001$).

Part 1 of 2

Ofcom Residential Postal Tracker (January 2017 - December 2017)

		Demographics											
		SEG			Working status		UK nation				Rurality		
		C1	C2	DE	Work- ing	Not working	NET: Engl- and	NET: Scotl- and	Wales	N. Ireland	Urban	Rural	Unkn- own
QJ7B_4: Positivity statements... White lies are acceptable to avoid hurting people's feelings													
Strongly agree	% within column	9%	9%	7%	8%	7%	8%	10%	8%	12%	7%	9%	**
	Weighted counts	123	86	74	189	155	280	35	18	15	243	105	
	Column Comparisons												
Agree	% within column	19%	20%	20%	21%	18%	19%	20%	20%	25%	20%	20%	**
	Weighted counts	258	192	217	479	383	718	71	45	33	645	221	
	Column Comparisons				b								
Slightly agree	% within column	30%	29%	30%	28%	33%	30%	32%	34%	28%	29%	33%	**
	Weighted counts	401	276	333	626	687	1,095	113	74	37	951	363	
	Column Comparisons					a							
Neither agree nor disagree	% within column	24%	23%	25%	23%	23%	24%	16%	22%	22%	23%	23%	**
	Weighted counts	320	225	275	530	479	885	55	48	30	752	260	
	Column Comparisons						b		b	b			
Slightly disagree	% within column	8%	8%	8%	8%	8%	9%	8%	7%	5%	9%	7%	**
	Weighted counts	112	79	88	193	174	320	28	14	6	287	81	
	Column Comparisons												
Disagree	% within column	7%	6%	6%	7%	7%	7%	9%	7%	6%	8%	5%	**
	Weighted counts	88	62	71	164	141	254	30	15	8	249	59	
	Column Comparisons												
Strongly disagree	% within column	2%	5%	5%	4%	4%	4%	5%	3%	2%	5%	2%	**
	Weighted counts	33	44	51	91	93	157	18	6	3	161	23	
	Column Comparisons		b	b							b		
NET: Agree	% within column	59%	57%	56%	57%	58%	56%	62%	62%	64%	56%	62%	**
	Weighted counts	782	553	624	1,294	1,225	2,094	219	137	85	1,839	690	
	Column Comparisons											a	
NET: Disagree	% within column	17%	19%	19%	20%	19%	20%	22%	16%	13%	21%	15%	**
	Weighted counts	232	186	210	448	408	731	76	36	18	697	163	
	Column Comparisons							d			B		
Effective Column n													
Unweighted base	% within column												
	Weighted counts	928	622	773	1,548	1,473	1,904	395	373	368	2,114	920	7
	Column Comparisons												
Unweighted base													
Weighted base													
Columns													
		B	C	D	A	B	A	B	C	D	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05); Column comparison symbols: a, b, c, d, e, f... (p <= 0.05), A, B, C, D, E, F... (p <= 0.001).

Part 2 of 2